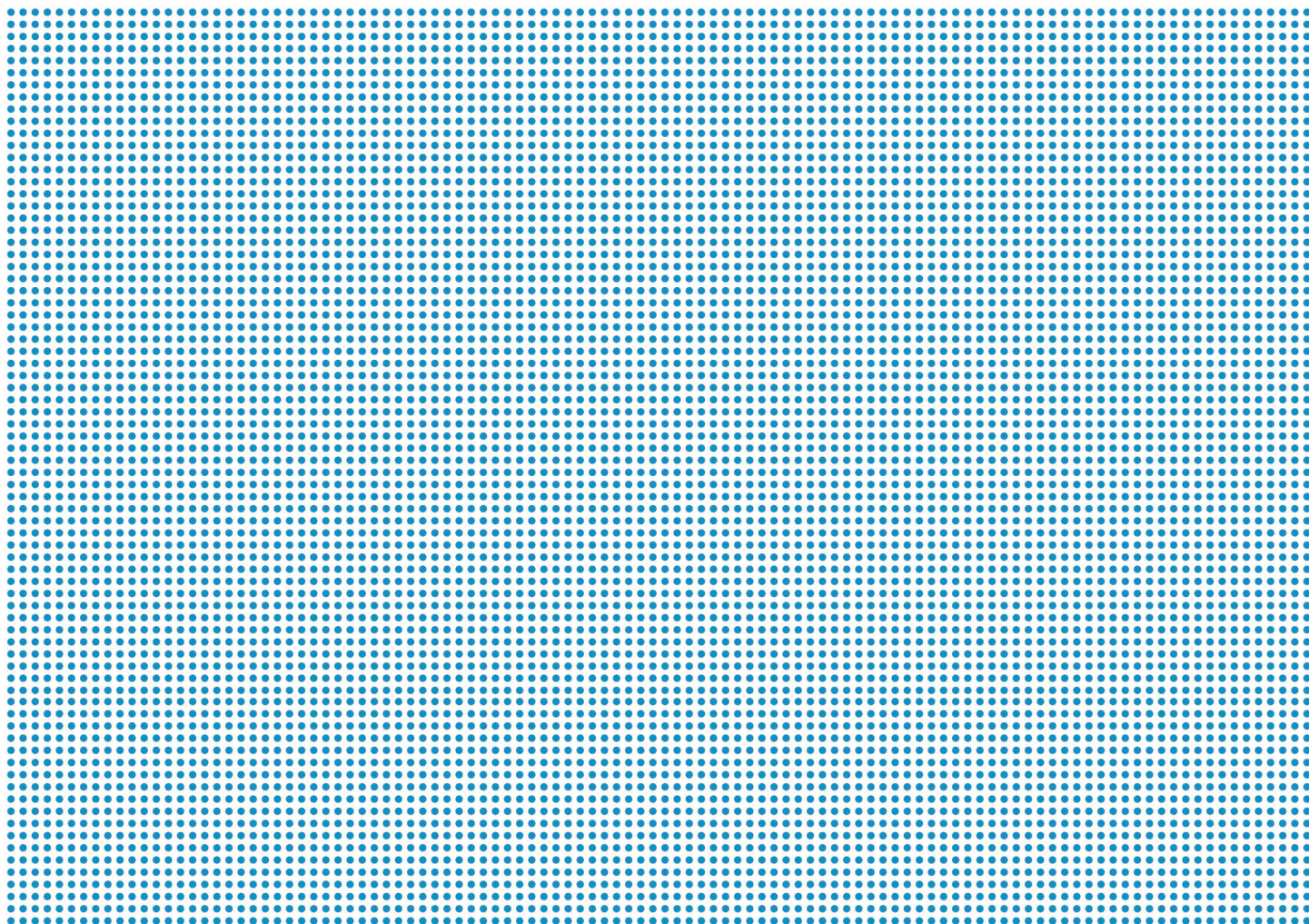


User Manual

Onsight Expert
Version 5.1



Another Innovation by [Librestream](#)



Librestream
Onsight Expert User Manual
Doc #: 400034-07
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Name of Librestream Software

Onsight Expert

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Table of Contents

1	Getting Started	1
1.1	The Onsite System	1
1.2	Onsite Expert	2
1.3	About this Manual	2
1.3.1	Accessories and Support.....	2
1.4	Onsite Expert Software Package	2
1.5	User Interface Features	3
1.5.1	General Conventions	3
1.5.2	Terminology and Definitions	3
1.5.3	Tips.....	3
2	Onsite Expert Window	4
2.1	Overview	4
2.2	Toolbar Icons	5
2.3	Menus – File Menu	6
2.3.1	File Menu.....	6
2.3.2	Edit Menu	9
2.3.3	View Menu.....	12
2.3.4	Tools Menu.....	14
2.3.5	Calling Menu.....	15
2.3.6	Help Menu	16
2.4	Controls Panel	17
2.4.1	Controls Panel – Tabs	17
2.4.2	Controls Panel – Onsite Mobile Control Tab Icons	21
2.4.3	Controls Panel – Call Participants Tab Icons	21
2.5	Viewing Area.....	22
2.5.1	Viewing Area – Playback Control Bar Icons	23
2.5.2	Viewing Area – Call Control Bar Icons.....	23
2.6	Stream Status Bar Icons	24
2.7	Thumbnails Panel	25
2.8	Properties Panel	26
3	Installing Onsite Expert Software	30
3.1	Initial Installation	30
3.2	Performing an Upgrade.....	31
4	Starting Onsite Expert.....	32
4.1	Logging In	32
4.2	Exiting and Logging Out.....	33
4.3	Activating the Software	34
4.3.1	Activation/Release Key Information.....	35
5	Answering & Initiating Calls	36
5.1	Answering an Incoming Call	36
5.2	Starting a Call	37
5.3	Ending a Call	38
6	How to Use the Call Features	39

6.1	Call Status	39
6.2	Starting and Stopping Live Video Streaming	40
6.3	Stream Status	41
6.4	Recording a Call	44
6.4.1	Recording Two-Way Voice Only	44
6.4.2	Recording a Video	44
6.5	Playing a Video Recording Locally	45
6.6	Streaming a Video Recording to an Onsight Endpoint	46
6.7	Recording and Playing a Video Annotation	47
6.8	Recorded File Playback Properties	49
6.9	Audio Control	49
6.9.1	Volume and Gain Control	49
6.9.2	Mute Control	50
6.10	Audio/Video Settings from the Controls Panel	50
6.11	Onsight Mobile Focus, Zoom, and Illumination Control	52
6.11.1	Focus	52
6.11.2	Zoom	52
6.11.3	Illumination (front light on Onsight Device)	53
6.12	Telestration Colors and Controls	53
6.12.1	Telestration Colors	53
6.12.2	Telestration Controls	54
6.12.3	Erase Telestration	55
6.12.4	Show or Hide Telestration	55
7	Images	56
7.1	Capturing and Saving Snapshots	59
7.2	Sharing an Image	61
8	Recordings	62
8.1	Saving a Video Recording	64
8.1.1	Saving a Video Recording for Playback in QuickTime	65
9	Administrative Tasks	66
9.1	Changing your Password	66
9.2	Setting Up a New User	67
9.3	Adding a New Contact	69
9.4	Modifying Existing User Information	71
9.5	Modifying Existing Contacts	72
9.6	Checking your own User Information (Personal Profile)	73
9.7	Invite a Guest	74
10	Configuring Application Preferences	75
10.1	Starting Onsight Expert Automatically	75
10.2	Auto Login	76
10.3	Auto Answer	77
10.4	Setting the Maximum Number of Connections	78
10.5	Initial Connection State Configuration	79
10.6	Video Configuration	80
10.7	Audio Configuration	81

10.8	Image Display Options.....	82
10.9	Image and Video Storage Location.....	83
10.10	Setting Sounds	84
10.10.1	Setting Ring Volume.....	85
10.11	Selecting Audio Devices	86
10.12	Security.....	87
10.13	Telestration	88
10.14	Remote Management	89
10.15	WebEx Conferencing.....	90
10.16	Media Configurations.....	92
10.16.1	Standard Video and Audio Configurations.....	92
10.16.2	Modifying Media Configurations	92
10.17	Networking.....	94
10.18	Proxy Settings.....	95
10.19	Firewall Detect	96
10.20	Onsight TeamLink.....	97
11	End User License Agreement	98
12	Librestream Contact Information	99

Figures

Figure 1 – The Onsight System.....	1
Figure 2 – Onsight Expert Window.....	4
Figure 3 – Viewing Area	22
Figure 4 – Thumbnails Panel	25

1 Getting Started

1.1 The Onsight System

The Onsight system provides real-time video conferencing in locations that are usually not accessible with standard video conferencing equipment. This includes locations such as test labs, health care facilities, factory floors, service departments, remote suppliers, inspection areas, customer facilities, and other remote work team locations.

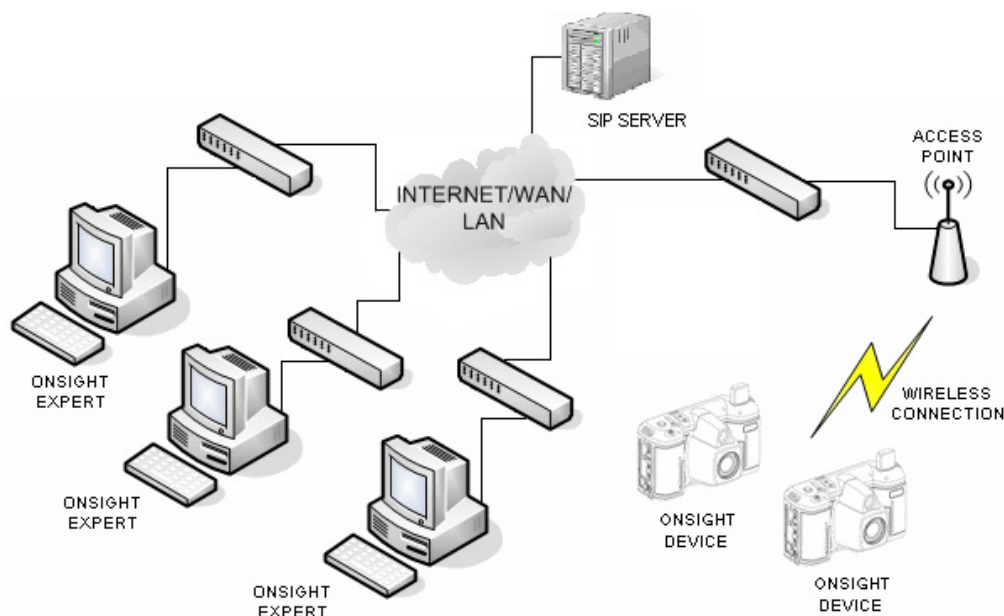


Figure 1 – The Onsight System

Onsight is the only mobile collaboration solution that fully connects experts to remote locations in real time. Using Onsight, an internal expert can see live video and/or images and share feedback with field staff or external suppliers to assess operations or resolve issues immediately.

The Onsight system is comprised of three main components:

1. Mobile collaboration devices for use in the field.
2. Onsight Expert software installed on the expert's computer.
3. Onsight Management Suite administrative software to centrally manage the system.

Additionally, Onsight is compatible with a wide range of third-party videoconferencing equipment.

Together, these components provide a full mobile collaboration solution. Using Onsight, a field worker can quickly collaborate with multiple offsite experts through live video, images, voice, and on-screen drawing ("telestration") using an easy to use hand-held, wireless device. Experts and field workers can resolve issues, fix problems, diagnose, or monitor field situations on the shop floor, in a remote health clinic, or at the scene of an emergency.



Onsight Expert can simultaneously connect to multiple Onsight Expert users and multiple Onsight Devices.

1.2 Onsight Expert

Onsight Expert is a desktop software application that can participate in a call with an Onsight mobile collaboration device. Using the network, the Onsight Expert user can communicate with an Onsight Device user at a remote site.

Technical experts and remote operators can jointly view, consult, diagnose and resolve issues by sending high-resolution video, sound and still images through streaming multimedia from the Onsight Device to one or more Windows PCs running Onsight Expert.

Multiple Onsight Experts and Onsight Devices can participate in a conference call. The Onsight Expert user who establishes the connection with the Onsight Device is called the **Conference Host**.

The Onsight Device operator and Onsight Expert can:

- Converse just as they would on a mobile telephone
- Stream audio and video recordings in real time
- View and listen to streaming audio/video output in real time
- Record and play back video
- Draw (telestrate) on the video image
- Capture and save snapshot images
- Share snapshot images
- Draw (telestrate) on the snapshot image
- Remotely adjust the controls on the Onsight Device (e.g., zoom, focus, lighting, etc.)

1.3 About this Manual

This manual describes how to use Onsight Expert on a system that has already been set up and configured. For information on the Onsight Device, consult the appropriate Onsight Device User Manual.

1.3.1 Accessories and Support

For information on additional accessories or for updated Onsight documentation, consult the Librestream website at <http://www.librestream.com/>. For support information, including troubleshooting and release bulletins, consult the Librestream website at <http://www.librestream.com/support>.

1.4 Onsight Expert Software Package

The Onsight Expert software package is available in zip or CD format, or via internet download. Included is:

- Onsight Expert software
- Onsight Expert User Manual
- Onsight Expert Release Notes
- Onsight Device User Manual
- Onsight Device Quick Start Guides
- Onsight Device Regulatory and Safety Guides
- Onsight Device Release Notes
- End User License Agreement
- Copyright information

1.5 User Interface Features

1.5.1 General Conventions

- The “→” symbol is used to identify to the user a sequence of steps that need to be performed for a specific function.
i.e. → To set the Standby delay...
- Bold is used to identify a screen name, menu name, screen message, or specific icon name called out in an instruction.
i.e. The message “**Video resumed**” appears.
- The ⓘ icon identifies to the reader important information to be read.
- The ⓘ icon identifies to the reader information that is useful for the function being described.

1.5.2 Terminology and Definitions

- “Expert” refers to the user of the Onsight Expert software.
i.e. Onsight Expert software installed on the expert’s computer.
- Onsight Expert or an Onsight Device is designated as an endpoint.
- “Video” or “Recording” can be used interchangeably depending on context, and can refer to:
 - a video recording which may include video, two-way voice, subject audio, images, and telestration
 - a two-way voice recording only
- “Audio” or “Voice” refers to audio from an operator’s voice.
- “Subject Audio” refers to the unprocessed sound coming from the subject captured by the Onsight Device.
- Temporary color change means that the color that was changed will revert back to its previous (default) color after a session has ended. A permanent color change is made by saving the new color as default (i.e. **Copy To Default**).

1.5.3 Tips

- A conference call consists of more than two call participants. The host of the conference call is the first Onsight Expert user who establishes the connection with two or more call participants.
- Use the **Controls** panel **File System** tab to view all calls, recordings, and images.
- Use the **Controls** panel **Search** tab to find calls, recordings, and images. The search results will appear in the **Thumbnails** panel.
- For video playback, live video streaming must be off.
- When making a recording, it is possible to record a voice audio only call.
- You cannot share an image during video playback.
- You can share an image during live streaming or while making a recording.
- When live streaming is on, you can take live snapshots.
- You can set Onsight Expert to auto answer a call.
- You can hover your cursor over a label or icon to view a temporary pop-up that provides either the associated function or information.

2 Onsite Expert Window

The **Onsite Expert** window is the main window that appears after successfully logging in to Onsite Expert.

2.1 Overview

The **Onsite Expert** window consists of:

- Menus
- Toolbar (icons)
- Viewing area (and associated tabs)
- Controls panel (and associated tabs)
- Properties panel (and associated tabs)
- Playback Control bar
- Call Control bar
- Thumbnails panel (and associated tabs)
- Stream Status bar

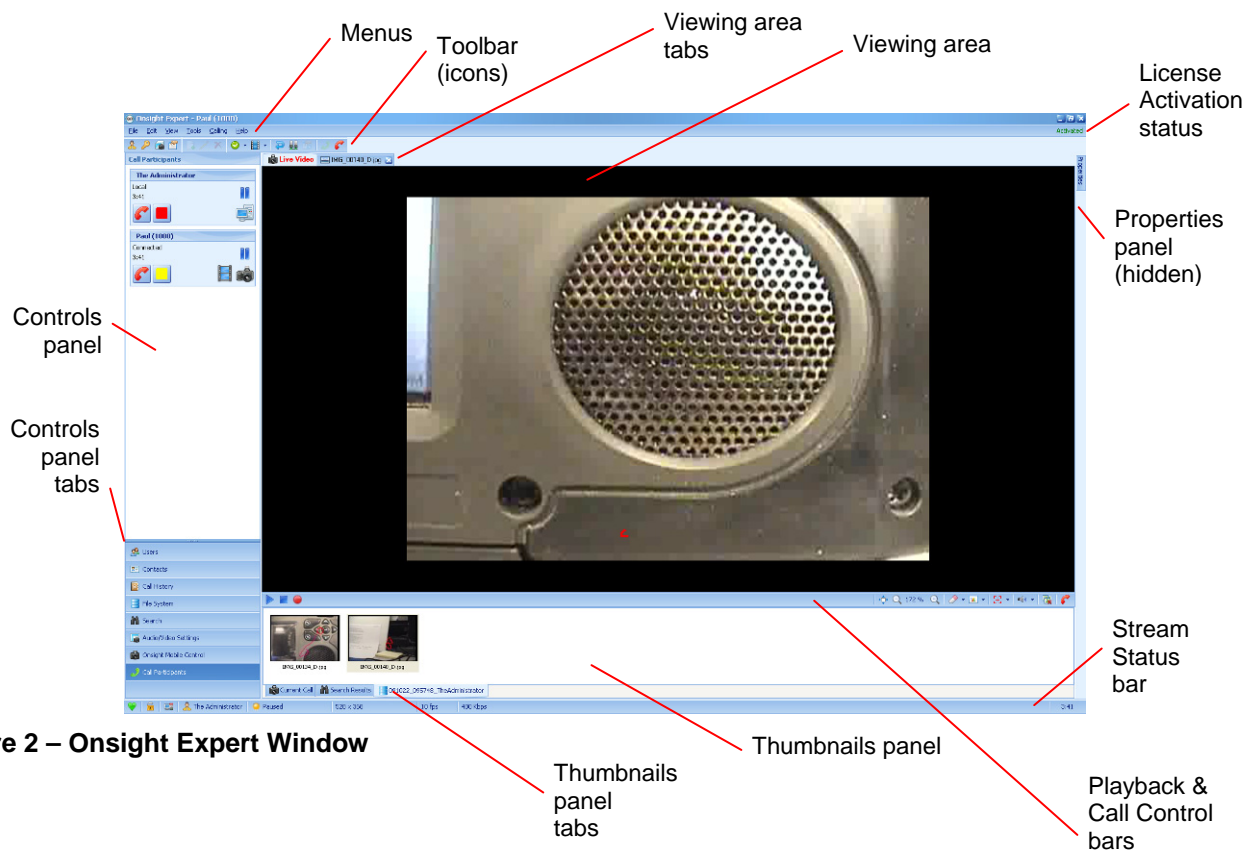


Figure 2 – Onsite Expert Window

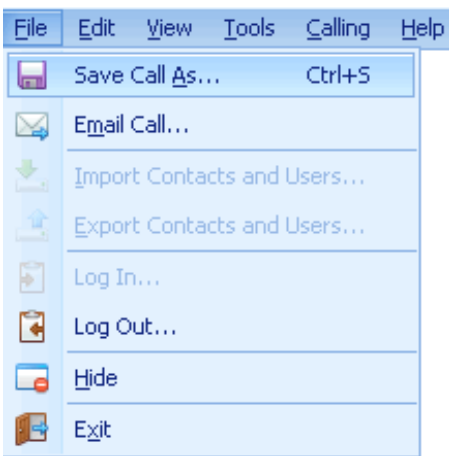
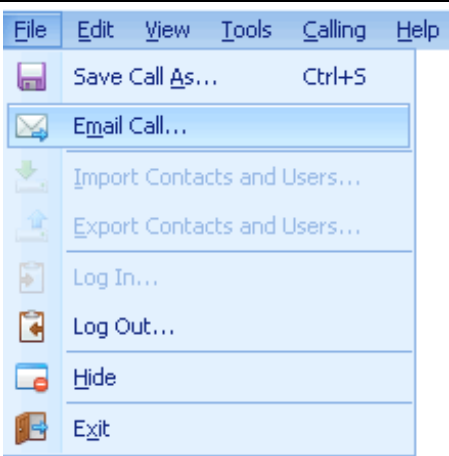
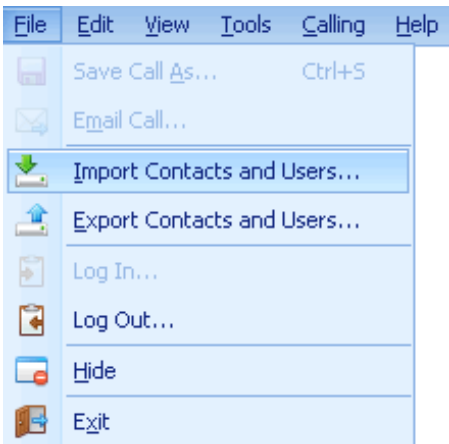
2.2 Toolbar Icons

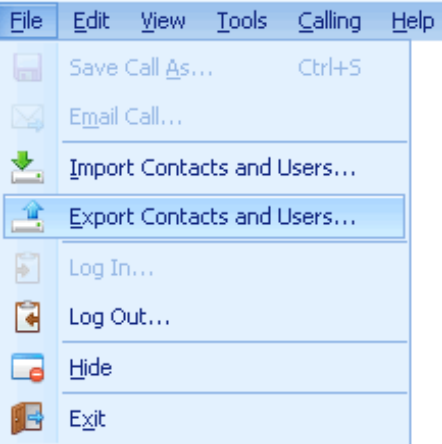
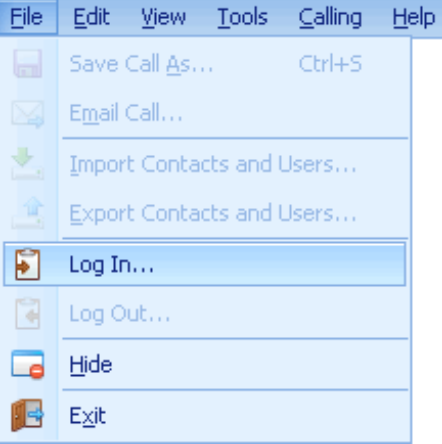
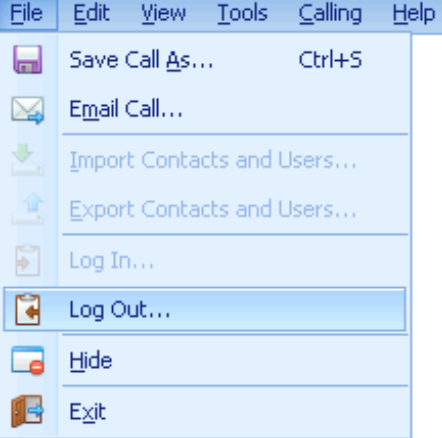


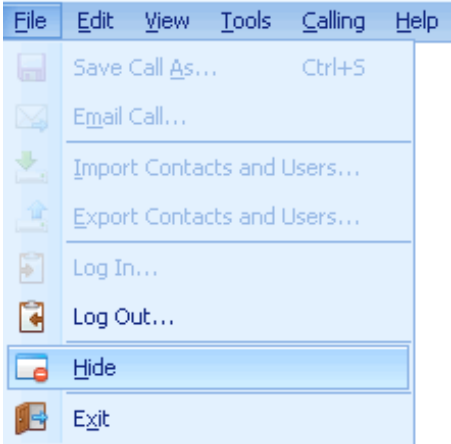
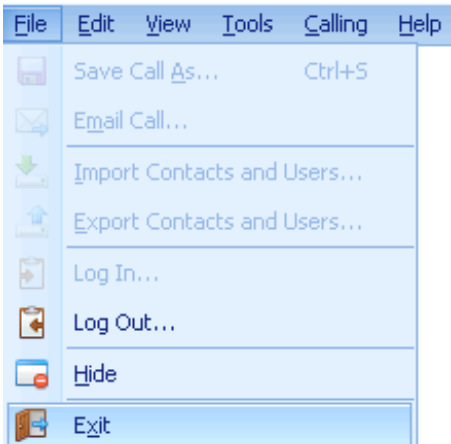
Toolbar Icons			
Icon	Description	Icon	Description
	Modify your personal profile (Ctrl+R)		Change your password (Ctrl+H)
	Manage the media configurations (Ctrl+E)		Modify your program preferences (Ctrl+P)
	Create a new user (Ctrl+N) Create a new contact (Ctrl+N)		Modify the selected user (Ctrl+M) Modify the selected contact (Ctrl+M)
	Delete the selected contact (Delete) Delete the selected user (Delete)		Search the global contacts database (Ctrl+G) This feature only appears if you are connected to the Onsight Account Service.
	Invite a Guest (Ctrl+I) This feature only appears if you are connected to the Onsight Account Service.		Set the calling status – select from Available , Away , Do Not Disturb , or Offline
	Set the calling mode – select from Video or Image Sharing		Test the bandwidth availability of the current call participants
	Display the current connection status		Display the current playback properties
	Call the selected contact		End the current call

2.3 Menus – File Menu

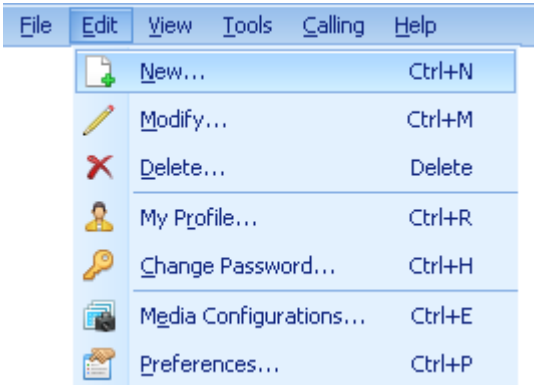
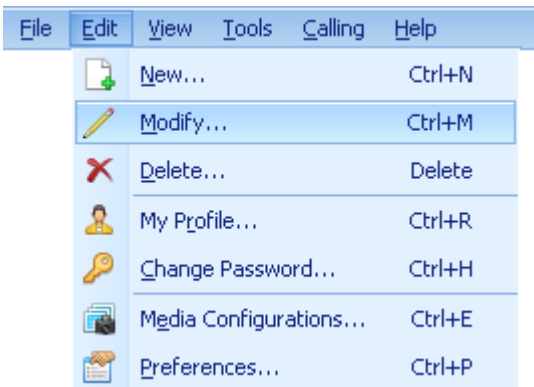
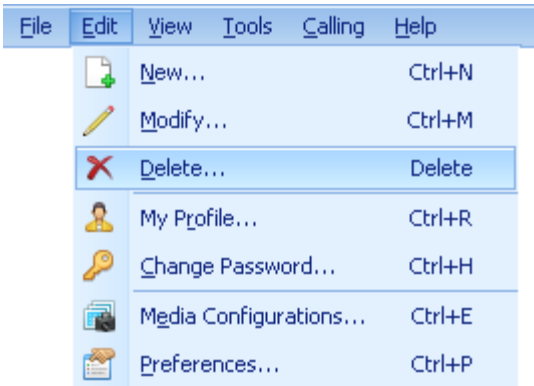
2.3.1 File Menu


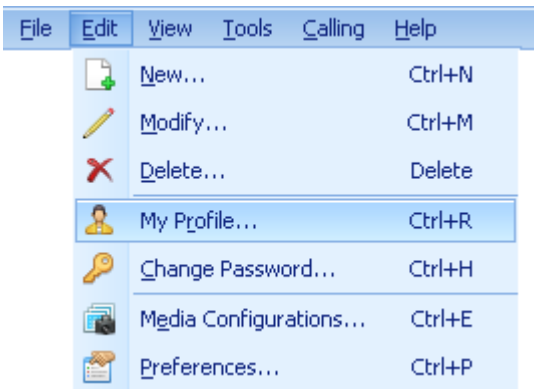
File Menu	
Menu Item	Function
	<p>File > Save Call As...</p> <p>Choose a call with a recording or image from the Call History tab and save it to a different folder.</p>
	<p>File > Email Call...</p> <p>Choose a call with a recording or image from the Call History tab to email the recording and/or image along with its call properties (XML format).</p>
	<p>File > Import Contacts and Users...</p> <p>Import contacts and users from a file.</p> <p>i This feature is only available when connected to the Local Service.</p>

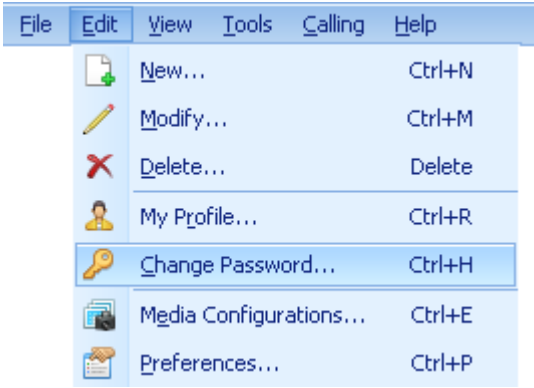
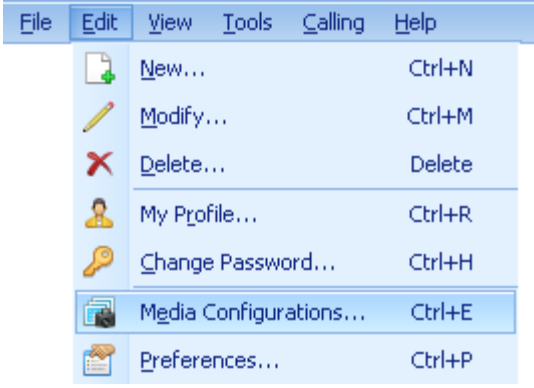
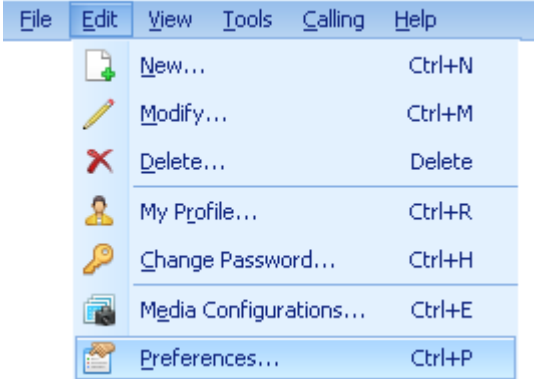
File Menu	
Menu Item	Function
 <p>The screenshot shows the File menu with the following items: File, Edit, View, Tools, Calling, Help, Save Call As... (Ctrl+S), Email Call..., Import Contacts and Users..., Export Contacts and Users... (highlighted), Log In..., Log Out..., Hide, and Exit.</p>	<p>File > Export Contacts and Users...</p> <p>Export contacts and users to a file.</p> <p>i This feature is only available when connected to the Local Service.</p>
 <p>The screenshot shows the File menu with the following items: File, Edit, View, Tools, Calling, Help, Save Call As... (Ctrl+S), Email Call..., Import Contacts and Users..., Export Contacts and Users..., Log In... (highlighted), Log Out..., Hide, and Exit.</p>	<p>File > Log In...</p> <p>Log in as a different user without exiting the application.</p> <p>See paragraph 4.2, Exiting and Logging Out, on page 33.</p>
 <p>The screenshot shows the File menu with the following items: File, Edit, View, Tools, Calling, Help, Save Call As... (Ctrl+S), Email Call..., Import Contacts and Users..., Export Contacts and Users..., Log In..., Log Out... (highlighted), Hide, and Exit.</p>	<p>File > Log Out...</p> <p>Log out without exiting the application.</p> <p>See paragraph 4.2, Exiting and Logging Out, on page 33.</p>

File Menu	
Menu Item	Function
	File > Hide Close (hide) Onsight Expert window. This does not exit the application. See paragraph 4.2, Exiting and Logging Out, on page 33.
	File > Exit Exit Onsight Expert application. See paragraph 4.2, Exiting and Logging Out, on page 33.

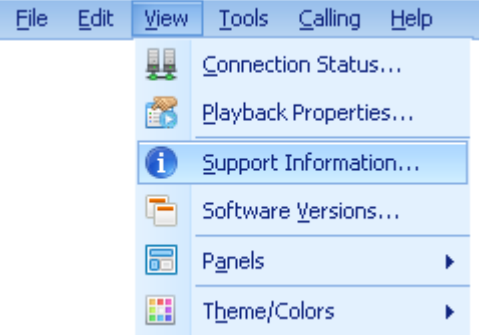
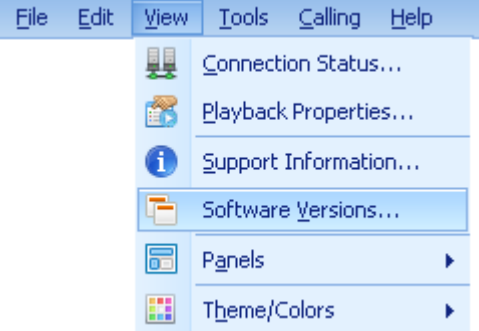
2.3.2 Edit Menu

Edit Menu	
Menu Item	Function
	<p>Edit > New...</p> <p>If the Controls panel Contacts tab has been selected, creates a new contact. See paragraph 9.3, Adding a New Contact, on page 69.</p> <p>If the Controls panel Users tab has been selected, creates a new user. See paragraph 9.2, Setting Up a New User, on page 67.</p>
	<p>Edit > Modify...</p> <p>If the Controls panel Contacts tab has been selected, modifies a contact. See paragraph 9.5, Modifying Existing Contacts, on page 72.</p> <p>If the Controls panel Users tab has been selected, modifies a user. See paragraph 9.4, Modifying Existing User Information, on page 71.</p>
	<p>Edit > Delete...</p> <p>If the Controls panel Contacts tab has been selected, deletes a contact.</p> <p>If the Controls panel Users tab has been selected, deletes a user.</p> <p>Edit > Delete All With No Data...</p> <p>This menu item only appears if the Controls panel Call History tab has been selected. This will delete all calls with no images or recordings.</p>

Edit Menu	
Menu Item	Function
 <p>The screenshot shows the 'Edit' menu with the following items: New... (Ctrl+N), Modify... (Ctrl+M), Delete... (Delete), Global Contacts... (Ctrl+G), Invite Guest... (Ctrl+I), My Profile... (Ctrl+R), Change Password... (Ctrl+H), Media Configurations... (Ctrl+E), and Preferences... (Ctrl+P). The 'Global Contacts...' item is highlighted.</p>	<p>Edit > Global Contacts...</p> <p> This feature only appears if you are connected to the Onsight Account Service.</p> <p>Add a new contact from the Global Contacts List. See paragraph 9.3, Adding a New Contact, on page 69.</p>
 <p>The screenshot shows the 'Edit' menu with the same items as above. The 'Invite Guest...' item is highlighted.</p>	<p>Edit > Invite Guest...</p> <p> This feature only appears if you are connected to the Onsight Account Service.</p> <p>Invite a guest to a call. See paragraph 9.7, Invite a Guest, on page 74.</p>
 <p>The screenshot shows the 'Edit' menu with the same items as above. The 'My Profile...' item is highlighted.</p>	<p>Edit > My Profile...</p> <p>Edits your profile. See paragraph 9.6, Checking your own User Information (Personal Profile), on page 73.</p>

Edit Menu	
Menu Item	Function
 <p>The screenshot shows the 'Edit' menu with the following items: New... (Ctrl+N), Modify... (Ctrl+M), Delete... (Delete), My Profile... (Ctrl+R), Change Password... (Ctrl+H), Media Configurations... (Ctrl+E), and Preferences... (Ctrl+P). The 'Change Password...' item is highlighted in blue.</p>	<p>Edit > Change Password...</p> <p>See paragraph 9.1, Changing your Password, on page 66.</p>
 <p>The screenshot shows the 'Edit' menu with the following items: New... (Ctrl+N), Modify... (Ctrl+M), Delete... (Delete), My Profile... (Ctrl+R), Change Password... (Ctrl+H), Media Configurations... (Ctrl+E), and Preferences... (Ctrl+P). The 'Media Configurations...' item is highlighted in blue.</p>	<p>Edit > Media Configurations...</p> <p>Create and modify video and audio call properties. See paragraph 10.16, Media Configurations, on page 92.</p>
 <p>The screenshot shows the 'Edit' menu with the following items: New... (Ctrl+N), Modify... (Ctrl+M), Delete... (Delete), My Profile... (Ctrl+R), Change Password... (Ctrl+H), Media Configurations... (Ctrl+E), and Preferences... (Ctrl+P). The 'Preferences...' item is highlighted in blue.</p>	<p>Edit > Preferences...</p> <p>Adjust preferences to customize Onsight Expert for your environment. See section 10, Configuring Application Preferences, on page 75.</p>

2.3.3 View Menu


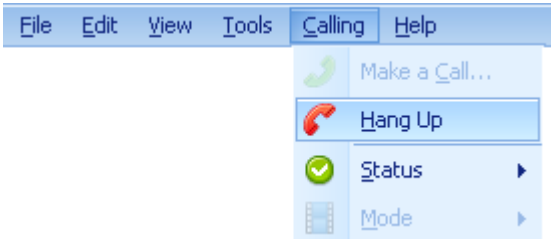
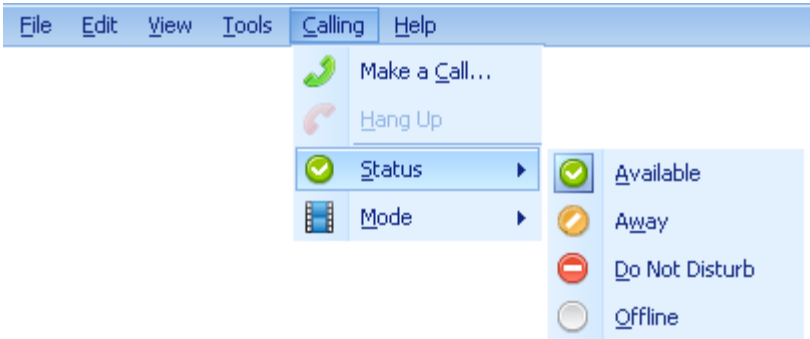

View Menu	
Menu Item	Function
	<p>View > Connection Status...</p> <p>Reports Video Bit Rates and All Stream Bit Rates.</p> <p>See paragraph 6.3, Stream Status, on page 41.</p>
	<p>View > Playback Properties...</p> <p>View technical information about the tracks contained in a recording.</p> <p>See paragraph 6.8, Recorded File Playback Properties, on page 49.</p>
	<p>View > Support Information...</p> <p>Opens the Support Information window with license information including status, serial number, and release key history.</p> <p>See paragraph 4.3.1, Activation/Release Key Information, on page 35.</p>
	<p>View > Software Versions...</p> <p>Opens the Current Software Versions window and reports the version of various software components.</p> <p>See Edit > Preferences... ▶ Software Updates for setting Check for updates automatically.</p>

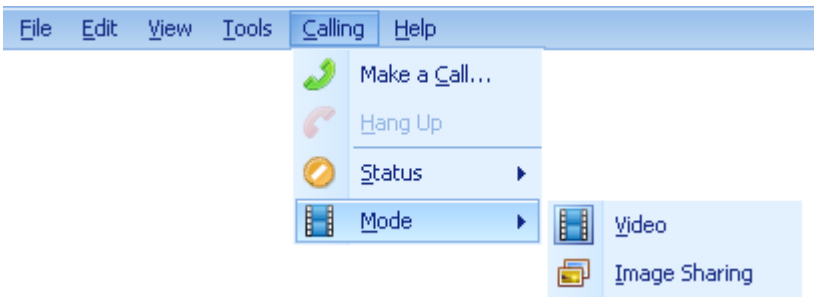
View Menu		
Menu Item		Function
<div> <div> File Edit View Tools Calling Help </div> <div> <div> Connection Status... </div> <div> Playback Properties... </div> <div> Support Information... </div> <div> Software Versions... </div> <div> Panels </div> <div> Theme/Colors </div> </div> <div> <div> Auto-Hide Controls </div> <div> ✓ Auto-Hide Properties </div> <div> Hide Thumbnails </div> </div> </div>		
		<p>View > Panels ▶</p> <p>Set auto-hide for the Controls and Properties panels. To view a panel when auto-hide is selected, click the Controls or Properties label in the appropriate panel. The full panel will re-appear and remain until another area of the Onsite Expert window has been selected. If you move the cursor over the Controls or Properties label then the panel will appear as long as the cursor remains over the label.</p> <p>The Thumbnails panel which shows recordings, images, and search results will no longer be visible if Hide Thumbnails is selected.</p>
<div> <div> File Edit View Tools Calling Help </div> <div> <div> Connection Status... </div> <div> Playback Properties... </div> <div> Support Information... </div> <div> Software Versions... </div> <div> Panels </div> <div> Theme/Colors </div> </div> <div> <div> Black </div> <div> Blue and Green </div> <div> Brown </div> <div> Dark Blue </div> <div> Grey </div> <div> ✓ Light Blue </div> <div> Light Purple </div> </div> </div>		
		<p>View > Theme/Colors ▶</p> <p>Change the color of the Onsite Expert window from the available selections.</p>

2.3.4 Tools Menu

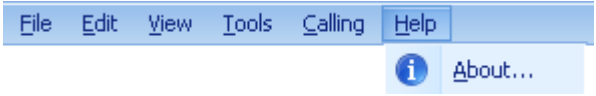
Tools Menu	
Menu Item	Function
	<p>Tools > Test Bandwidth...</p> <p>The bandwidth test allows the conference host to determine current available network bandwidth between itself and each call participant, and recommend media profiles.</p> <p>See your Onsight system administrator for more information.</p>
	<p>Tools > Start WebEx Meeting...</p> <p>Starts a WebEx meeting for sharing Onsight Expert.</p> <p>See paragraph 10.15, WebEx Conferencing, on page 90.</p>
	<p>Tools > Check for Updates...</p> <p>Checks Onsight Account Service for updates to the current software.</p> <p>To check with Local service, you must configure Edit > Preferences... > Software Updates.</p>
	<p>Tools > Activation ▶</p> <p>With Local service, Onsight Expert is licensed by activating with a license key here.</p> <p>This menu item will only be visible if Onsight Expert has not yet been activated.</p> <p>See paragraph 4.3, Activating the Software, on page 34.</p>
	<p>Tools > Enter Release Key</p> <p>This menu item will only appear if Onsight Expert requires a release key (with Local service).</p> <p>See paragraph 4.3.1, Activation/Release Key Information, on page 35.</p>

2.3.5 Calling Menu

Calling Menu	
Menu Item	Function
	<p>Calling > Make a Call...</p> <p>Makes a call to the contact selected in the Contacts tab or to the contact selected in the Call History tab.</p> <p>See paragraph 5.2, Starting a Call, on page 37.</p>
	<p>Calling > Hang Up</p> <p>Ends the currently active call.</p> <p>See paragraph 5.3, Ending a Call, on page 38.</p>
	<p>Calling > Status ▶</p> <p>Status allows selection of Available, Away, Do Not Disturb, or Offline.</p> <p>When used with a Cisco Unified Presence Server, presence status (including your own) will be shared with other users.</p> <p>If it is set to Available, an incoming call makes an Incoming Call window appear on your screen.</p> <p>If it is set to Away, an incoming call makes an Incoming Call window appear on your screen.</p> <p>If it is set to Do Not Disturb, incoming calls cause the Onsight Expert icon  in the Windows system tray to flash briefly. You can click the icon to answer the call, or disregard it.</p> <p>If it is set to Offline, all incoming calls will be blocked. Outbound calls can still be made.</p> <p>See paragraph 5.1, Answering an Incoming Call, on page 36 and paragraph 5.2, Starting a Call, on page 37.</p>

Calling Menu	
Menu Item	Function
	<p>Calling > Mode ▶</p> <p>Mode allows selection of Video or Image Sharing mode. Calling Mode cannot be changed mid-call.</p> <p>If Video is selected, streaming video and image sharing is enabled.</p> <p>If Image Sharing is selected, a call can be established in the normal manner and images can be shared; however, video streaming and subject audio are disabled (to minimize the bandwidth required). Once entered, Image Sharing Mode cannot be exited to return to Video Mode without disconnecting the call. Other solutions to address potential bandwidth issues are addressed in paragraph 10.6, Video Configuration, on page 80; paragraph 10.7, Audio Configuration, on page 81; and paragraph 10.16, Media Configurations, on page 92.</p>

2.3.6 Help Menu

Help Menu	
Menu Item	Function
	<p>Help > About...</p> <p>Provides Onsight Expert version and copyright information.</p>

2.4 Controls Panel

The auto-hide setting for the **Controls** panel is controlled from the **View > Panels ▸** menu.

To view the **Controls** panel when auto-hide is selected, hover the cursor over the **Controls** label until the panel appears. The panel will remain until the cursor moves outside of the panel area.

















2.4.1 Controls Panel – Tabs



















The **Controls** panel can be vertically re-sized by dragging the top edge.

Reducing the size will minimize the tabs into icons below the last tab.

Controls Panel Tabs	
Tab	Function
	<p>Users displays a list of users who have been set up to use the Onsite Expert software on this computer. Note that this tab only appears for Administrators.</p> <p>See paragraph 9.2, Setting Up a New User, on page 67 and paragraph 9.4, Modifying Existing User Information, on page 71.</p>
	<p>Contacts displays a list of personal and shared Onsite contacts. These can be Onsite Device contacts, 3rd Party devices, or other Onsite Expert contacts. Double-click a contact to start a call.</p> <p>See paragraph 5.2, Starting a Call, on page 37; paragraph 9.3, Adding a New Contact, on page 69; and paragraph 9.5, Modifying Existing Contacts, on page 72.</p>







Controls Panel Tabs	
Tab	Function
 Users	<p>Call History provides a list of recent call information arranged by date and time. Users can display this window and double-click a name to call that Onsight user again.</p>
 Contacts	
 Call History	
 File System	
 Search	
 Audio/Video Settings	
 Onsight Mobile Control	
 Call Participants	
 Users	<p>File System displays all the calls (including video and images) from the directory selected in the Media Path area in Edit > Preferences... > General.</p>
 Contacts	
 Call History	
 File System	
 Search	
 Audio/Video Settings	
 Onsight Mobile Control	
 Call Participants	

Controls Panel Tabs	
Tab	Function
 Users	<p>Search allows the search of any calls, recordings, and images from a selected path. Variables include Author, Participants, Title, Description, Keywords, and File Name, as well as a Date Range.</p> <p>The call results appear in this tab, the recordings and images appear in the Thumbnails panel.</p>
 Contacts	
 Call History	
 File System	
 Search	
 Audio/Video Settings	
 Onsight Mobile Control	
 Call Participants	
 Users	<p>Audio/Video Settings displays video, audio, voice, and call settings for recordings (Configuration: From Playback) or for live streaming (e.g. Configuration: From Onsight Mobile). Allows the user to change video parameters during live streaming.</p> <p>See paragraph 6.10, Audio/Video Settings from the Controls Panel, on page 50.</p>
 Contacts	
 Call History	
 File System	
 Search	
 Audio/Video Settings	
 Onsight Mobile Control	
 Call Participants	














Controls Panel Tabs

Tab	Function
 Users  Contacts  Call History  File System  Search  Audio/Video Settings  Onsite Mobile Control  Call Participants	<p>Onsite Mobile Control allows Onsite Expert to remotely control the Focus, Zoom, and Illumination of the connected Onsite Device. It allows control of the Telestration colors of all Onsite call participants.</p> <p>It is also possible to select an external video source for the connected Onsite Device from the Video Source field.</p> <p>For information on Focus, see paragraph 6.11.1, Focus, on page 52.</p> <p>For information on Zoom, see paragraph 6.11.2, Zoom, on page 52.</p> <p>For information on Illumination, see paragraph 6.11.3, Illumination (front light on Onsite Device), on page 53.</p> <p>For information on Telestration color, see paragraph 6.12, Telestration Colors and Controls, on page 53.</p>
 Users  Contacts  Call History  File System  Search  Audio/Video Settings  Onsite Mobile Control  Call Participants	<p>Call Participants shows information for each call participant. Note that in this case that the first Onsite Expert in the call is labeled as the Conference Host since there are at least 3 call participants.</p>  <p>If 1 other participant left the call then the initiator of the call would no longer have the Conference Host label as there are only 2 call participants as shown below.</p>  <p>For further information on the Call Participants tab, see paragraph 6.1, Call Status, on page 39.</p>

2.4.2 Controls Panel – Onsight Mobile Control Tab Icons

Onsight Mobile Control Tab Icons			
Icon	Description	Icon	Description
	Focus Near – allows focus adjustment of Onsight Device. Disabled if Auto Focus is selected.		Focus Far – allows focus adjustment of Onsight Device. Disabled if Auto Focus is selected.
	Zoom Out – Initiates zooming out towards 1.0X on the Onsight Device. Click again to stop.		Zoom In – Initiates zooming in to 10X on the Onsight Device. Click again to stop.
	Telestration Color – when clicked, brings up a color palette to change the telestration color. Any Onsight endpoint (Onsight Expert or device) can change the telestration color of any other Onsight endpoint. Live and recorded colors will be shown, as applicable.		Illumination On/Off – toggles the Onsight Device's front light on or off. The Onsight 2000 device series includes macro illumination.

2.4.3 Controls Panel – Call Participants Tab Icons

Call Participants Tab Icons			
Icon	Description	Icon	Description
	Telestration Color – when clicked, brings up a color palette to change the telestration color of the participant. Any Onsight endpoint (Onsight Expert or device) can change the telestration color of any other Onsight endpoint.		Disconnect – the Conference Host can disconnect anyone from the conference. Non-host participants can only disconnect themselves from the conference.
 	Pause stream and Start stream controls streaming to the conference participants. Pausing a stream can be useful in low bandwidth situations.		Endpoint Type – Onsight Expert endpoint.
  	Playback Status indicator for a specific endpoint. Paused , Playing , and Stopped .		Endpoint Type – Onsight Device that is able to stream or receive live video, and can share images and recordings.
	Media Stream Source – If an Onsight endpoint wants to play/stream a recording then that endpoint becomes the Media Stream Source . By default, the Media Stream Source is the first Onsight Device in the conference.		Endpoint Type – Onsight Device that is not able to stream or receive live video, but can share images and recordings.
			Image Sharing Mode – if Image Sharing Mode has been selected instead of Video Mode ,  will appear next to the participant's name. Video is disabled in Image Sharing Mode .

2.5 Viewing Area

The **Viewing** area consists of:

- Tabs
- Video window
- Playback Control bar
- Call Control bar
- Stream Status bar

Viewing area tabs allow selecting live video, playback, or images.

Viewing area allows selecting the video or image tabs.

Video window

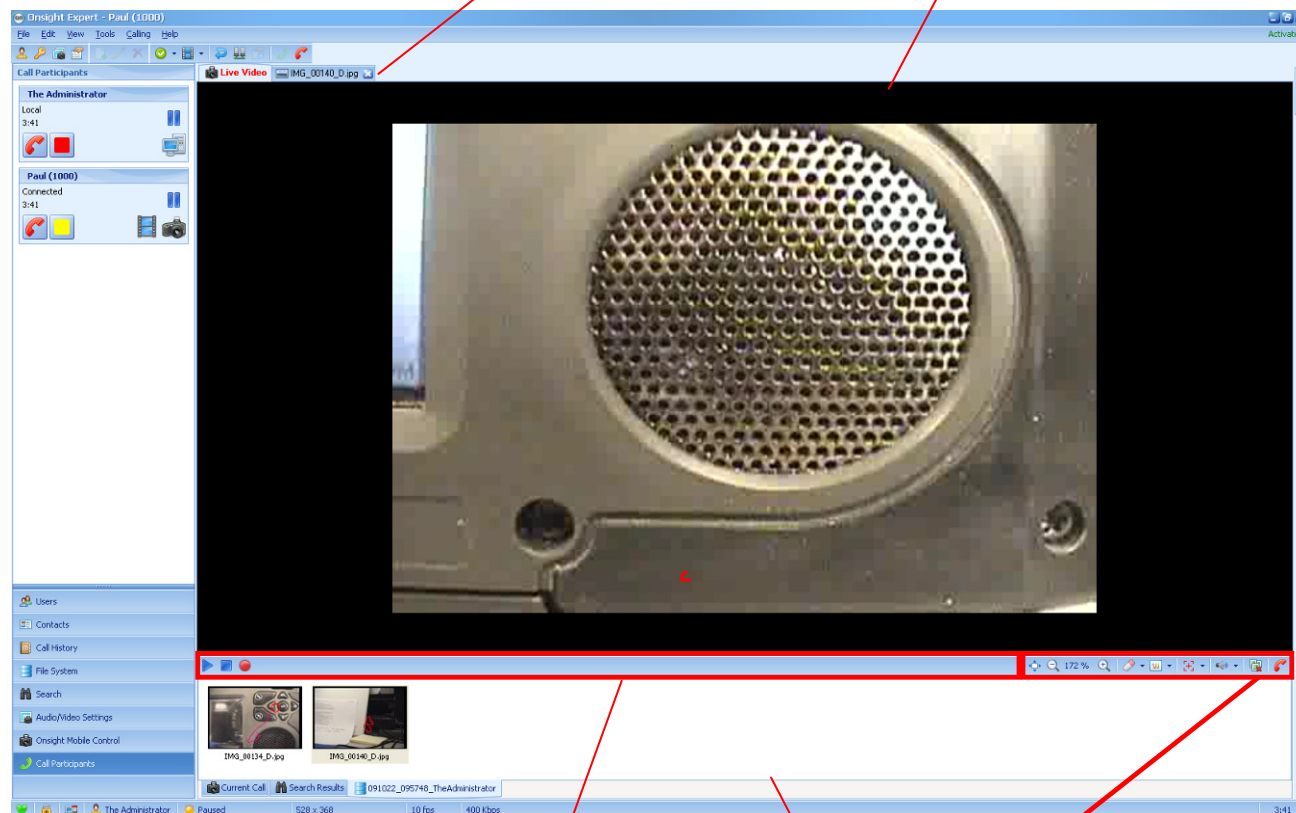


Figure 3 – Viewing Area

Playback Control bar

Stream Status bar

Thumbnails panel

Call control bar

Image size controls

Volume control

End call (hang up)















Hide Thumbnail panel

Take snapshots

Erase telestration








Show or hide telestration








2.5.1 Viewing Area – Playback Control Bar Icons

Playback Control Bar Icons			
Icon	Description	Icon	Description
	Start receiving video		Start playback of the recording
	Pause the received video		Pause playback of the recording
	Stop receiving video		Stop playback of the recording
	Start recording the call		Exit playback mode
	Stop recording the call		Share this image with call participants
			Image is shared
	Save this image to a file		Email this image
		Video playback slider – used to move ahead or back in a video. The duration of the video is also shown.	






2.5.2 Viewing Area – Call Control Bar Icons





















Call Control Bar Icons			
Icon	Description	Icon	Description
	Fit video to window – fits the video to best fill the window. Don't fit video to window (use zoom) – toggle the icon for this selection. Changes the video back to the original size. Fit image to window – fits the snapshot image to best fill the window. Don't fit image to window (use zoom) – toggle the icon for this selection. Changes the snapshot image back to the original size.	 	Shrink / Magnify – “–” will shrink the video or snapshot image as low as 10%; “+” will magnify the video or snapshot image up to 500%. <i>You cannot resize the video if it is currently set to Fit video to window ().</i> <i>You cannot resize the snapshot image if it is currently set to Fit image to window (.</i>
	Erase telestration – erase participant, erase all live, erase all recorded, or erase all telestration.		Show or hide telestration – show or hide participant, show or hide live, show or hide recorded, show all, hide all.

Call Control Bar Icons			
Icon	Description	Icon	Description
	Thumbnail Snapshot – take a snapshot from the current recording and use it as the recording's thumbnail.		Volume control Allows user to adjust speaker volume and microphone gain. See paragraph 6.9.1, Volume and Gain Control, on page 49. Allows selection of Mute Voice and Mute Subject Audio . See paragraph 6.9.2, Mute Control, on page 50.
	Live Snapshot – take a snapshot of the live video. The Properties panel Image Properties tab opens for annotating the image.		
	Share Live Snapshot – take and share a snapshot from the active device. Shares the snapshot with all participants.		
	Hide the thumbnails panel		End the current call – disconnects all call participants.
	Show the thumbnails panel		

2.6 Stream Status Bar Icons

			 The Administrator	 Video On	528 x 368	10 fps	404.141 Kbps	49:03
---	---	---	---	--	-----------	--------	--------------	-------

Stream Status Bar Icons			
Icon	Description	Icon	Description
  	Indicates System Health and CPU usage. For conference host, also indicates ability to add additional call participants. Green indicates additional participants can be added; yellow indicates that <i>at least</i> one more call participant can be added; red indicates that it may overload the system to add more call participants.	  	Indicates the endpoint has selected encryption mode as their security setting. Indicates the endpoint has not selected encryption. Call privacy enabled – recording is disabled. Shared images are temporary and cannot be saved.
	Connection Method – clicking on icon opens the Firewall Detection Status window. See your Onsight system administrator for info.		Name of the logged in user.
   	Video On – indicates there is a video stream. Video Off – indicates there is no video stream. Starting – indicates the video stream is starting. Video Disabled – indicates that video is disabled (user is in Image Sharing mode).	   	Playing – indicates that there is video playback. Stopped – indicates that video playback is stopped. Paused – indicates that video playback is paused. Call State – not in a call.
528 x 368	Indicates the video resolution (width x height).	10 fps	Indicates the video frame rate (frames per second).

Stream Status Bar Icons			
Icon	Description	Icon	Description
	Video bit rate (Kilobits per second) Double-clicking brings up the Connection Status window.		Indicates real-time call duration.

2.7 Thumbnails Panel

The **Thumbnails** panel consists of:

- Tabs – current call, search results, and previous call folders can all be displayed here
- Thumbnails – shows the snapshots (images) and recordings in the selected folder
- Live Video or Live Playback windows – displays the video while an image is viewed
- Image control – right-clicking on an image provides display, rename, delete, save, and email options
- Recording control – right-clicking on a recording provides play, properties, annotation, rename, delete, save, and email options

The **Thumbnails** panel is independent of the call state. You can view folders and search results at any time, even while in a call and streaming video or playing a recording.



Tip The **Thumbnails** panel can be horizontally re-sized. If the **Live Video** window or the **Live Playback** window is shown, these can be resized also.

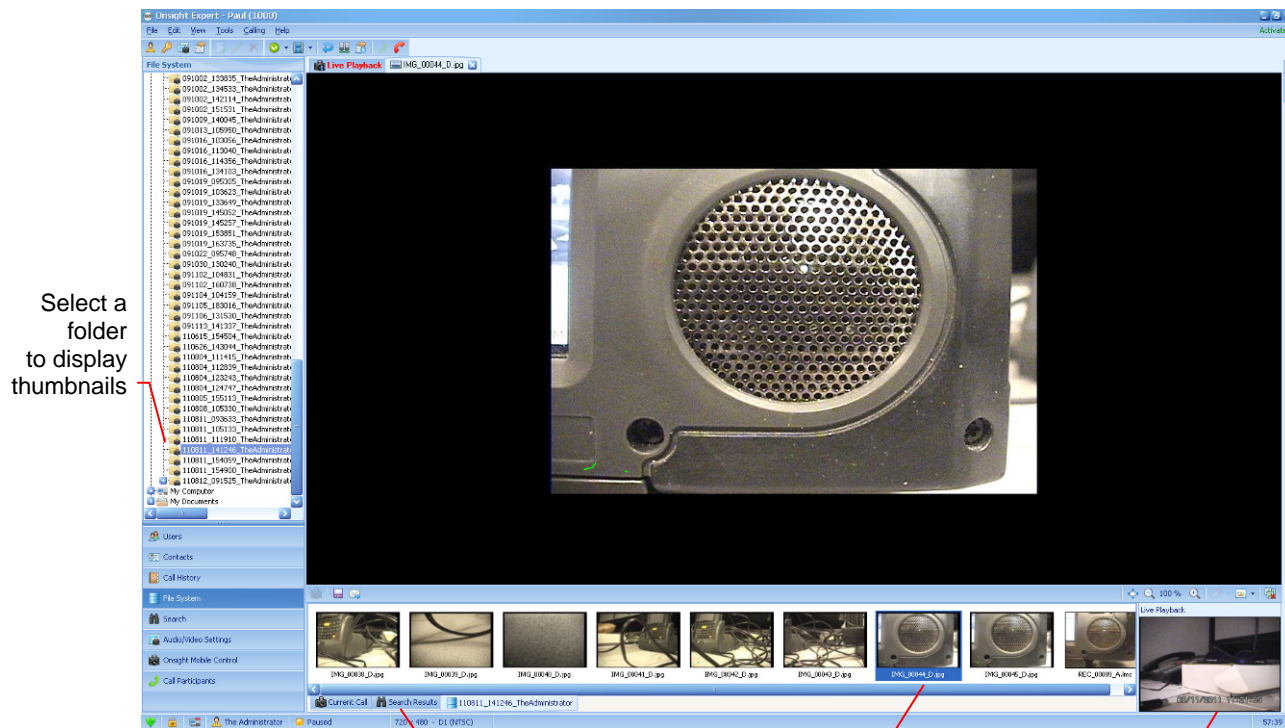


Figure 4 – Thumbnails Panel

Image selected by clicking on the thumbnail

Live Playback window

The **Temporary** tab will appear if privacy is enabled or if a recording contains shared images. It shows temporary images shared during a session while privacy is enabled. When the call is terminated all temporary images are destroyed. For information on enabling privacy see paragraph 10.12, Security, on page 87.

The **Temporary** tab is also shown for images that were shared during the recording of a video and then later played back by streaming the video. The temporary image will be destroyed once playback is ended and video playback is re-entered.

For information on controlling and annotating images see paragraph 7, Images, on page 56.

2.8 Properties Panel

The auto-hide setting for the **Properties** panel is controlled from the **View > Panels ▶** menu.

To view the **Properties** panel when auto-hide is selected, click the **Properties** label in the panel. The panel will re-appear and remain until another area of the **Onsight Expert** window has been selected. If you move the cursor over the **Properties** label then the panel will appear as long as the cursor remains over the label.



Select **Show all fields** to display all properties.



The **Properties** panel can be vertically sized. Reducing the size will show a tab as an icon below the last tab.

Properties Panel Tabs																					
Tab	Function																				
<input checked="" type="checkbox"/> Show all fields Active Call Properties Active Recording Properties Call Properties Recording Properties Image Properties	<p>Active Call Properties displays the properties for the active call.</p> <p>Enter information into the Title, Description, and Keywords fields as desired. This information is used by the Search function.</p> <table border="1"> <thead> <tr> <th colspan="2">Active Call Properties</th></tr> <tr> <th>Name</th><th>Value</th></tr> </thead> <tbody> <tr> <td>Software</td><td>Onsight Expert 5.0.17</td></tr> <tr> <td>Start Date/Time</td><td>Aug 12, 2011 12:42:29 PM</td></tr> <tr> <td>Direction</td><td>Outgoing</td></tr> <tr> <td>Encrypted</td><td>No</td></tr> <tr> <td>Participant</td><td>Paul (1000) (sip:192.168.1...</td></tr> <tr> <td>Title</td><td></td></tr> <tr> <td>Description</td><td></td></tr> <tr> <td>Keywords</td><td></td></tr> </tbody> </table>	Active Call Properties		Name	Value	Software	Onsight Expert 5.0.17	Start Date/Time	Aug 12, 2011 12:42:29 PM	Direction	Outgoing	Encrypted	No	Participant	Paul (1000) (sip:192.168.1...	Title		Description		Keywords	
Active Call Properties																					
Name	Value																				
Software	Onsight Expert 5.0.17																				
Start Date/Time	Aug 12, 2011 12:42:29 PM																				
Direction	Outgoing																				
Encrypted	No																				
Participant	Paul (1000) (sip:192.168.1...																				
Title																					
Description																					
Keywords																					

Properties Panel Tabs

Tab

☒ Show all fields

Active Call Properties

Active Recording Properties

Call Properties

Recording Properties

Image Properties

☒ Show all fields

Active Call Properties

Active Recording Properties

Call Properties

Recording Properties

Image Properties

Function

Active Recording Properties displays the properties for the active recording.











Enter information into the **Title**, **Description**, and **Keywords** fields as desired. You can also modify the **Author** information. This information is used by the **Search** function.






Active Recording Properties	
Name	Value
File Name	REC_00014_A.lmc
Software	Onsite Expert 5.0.17
Start Date/Time	Aug 12, 2011 1:13 PM
Has Annotation	No
Author	The Administrator
Title	
Description	
Keywords	

Call Properties displays the properties for the call selected in the **Controls** panel **File System** tab.

Enter information into the **Title**, **Description**, and **Keywords** fields as desired.

Call Properties	
Name	Value
Folder Name	110812_105929_TheAdmi...
Software	Onsite Expert 5.0.17
Start Date/Time	Aug 12, 2011 10:59:29 AM
Duration	0:15
Direction	Outgoing
Encrypted	No
Participant	Paul (1000) (sip:192.168.1...
Title	
Description	
Keywords	

Properties Panel Tabs																							
Tab	Function																						
<div> <input checked="" type="checkbox"/> Show all fields </div> <div>  Active Call Properties </div> <div>  Active Recording Properties </div> <div>  Call Properties </div> <div>  Recording Properties </div> <div>  Image Properties </div>	<p>Recording Properties displays the properties for the recording selected in the Thumbnails panel.</p> <p>Enter information into the Title, Description, and Keywords fields as desired. You can also modify the File Name and Author information.</p> <table border="1"> <thead> <tr> <th colspan="2">Recording Properties</th></tr> <tr> <th>Name</th><th>Value</th></tr> </thead> <tbody> <tr> <td>File Name</td><td>REC_00012_AA.lmc</td></tr> <tr> <td>Software</td><td>Onsight Expert 5.0.17</td></tr> <tr> <td>Start Date/Time</td><td>Aug 12, 2011 11:02 AM</td></tr> <tr> <td>Duration</td><td>0:37</td></tr> <tr> <td>Has Annotation</td><td>No</td></tr> <tr> <td>Author</td><td>The Administrator</td></tr> <tr> <td>Title</td><td></td></tr> <tr> <td>Description</td><td></td></tr> <tr> <td>Keywords</td><td></td></tr> </tbody> </table>	Recording Properties		Name	Value	File Name	REC_00012_AA.lmc	Software	Onsight Expert 5.0.17	Start Date/Time	Aug 12, 2011 11:02 AM	Duration	0:37	Has Annotation	No	Author	The Administrator	Title		Description		Keywords	
Recording Properties																							
Name	Value																						
File Name	REC_00012_AA.lmc																						
Software	Onsight Expert 5.0.17																						
Start Date/Time	Aug 12, 2011 11:02 AM																						
Duration	0:37																						
Has Annotation	No																						
Author	The Administrator																						
Title																							
Description																							
Keywords																							
<div> <input checked="" type="checkbox"/> Show all fields </div> <div>  Active Call Properties </div> <div>  Active Recording Properties </div> <div>  Call Properties </div> <div>  Recording Properties </div> <div>  Image Properties </div>	<p>Image Properties displays the properties for the image selected in the Thumbnails panel or when a snapshot is taken.</p> <p>Enter information into the Title, Description, and Keywords fields as desired. You can also modify the File Name and Author information.</p> <table border="1"> <thead> <tr> <th colspan="2">Image Properties</th></tr> <tr> <th>Name</th><th>Value</th></tr> </thead> <tbody> <tr> <td>File Name</td><td>IMG_00039_D.jpg</td></tr> <tr> <td>Software</td><td>Librestream Technologies In...</td></tr> <tr> <td>Date/Time</td><td>Aug 11, 2011 2:16 PM</td></tr> <tr> <td>Resolution</td><td>720x480</td></tr> <tr> <td>Author</td><td>Fred OD2</td></tr> <tr> <td>Title</td><td></td></tr> <tr> <td>Description</td><td></td></tr> <tr> <td>Keywords</td><td></td></tr> </tbody> </table>	Image Properties		Name	Value	File Name	IMG_00039_D.jpg	Software	Librestream Technologies In...	Date/Time	Aug 11, 2011 2:16 PM	Resolution	720x480	Author	Fred OD2	Title		Description		Keywords			
Image Properties																							
Name	Value																						
File Name	IMG_00039_D.jpg																						
Software	Librestream Technologies In...																						
Date/Time	Aug 11, 2011 2:16 PM																						
Resolution	720x480																						
Author	Fred OD2																						
Title																							
Description																							
Keywords																							

Properties Panel Tabs																							
Tab	Function																						
<input checked="" type="checkbox"/> Show all fields	<p>Local Playback Properties displays the properties for the recording selected in the Thumbnails panel for playback.</p> <p>Enter information into the Title, Description, and Keywords fields as desired. You can also modify the Author information.</p> <table><tr><th colspan="2">Local Playback Properties</th></tr><tr><th>Name</th><th>Value</th></tr><tr><td>File Name</td><td>REC_00017_A.lmc</td></tr><tr><td>Software</td><td>Onsight Expert 5.0.17</td></tr><tr><td>Start Date/Time</td><td>Aug 15, 2011 10:51 AM</td></tr><tr><td>Duration</td><td>0:34</td></tr><tr><td>Has Annotation</td><td>No</td></tr><tr><td>Author</td><td>The Administrator</td></tr><tr><td>Title</td><td></td></tr><tr><td>Description</td><td></td></tr><tr><td>Keywords</td><td></td></tr></table>	Local Playback Properties		Name	Value	File Name	REC_00017_A.lmc	Software	Onsight Expert 5.0.17	Start Date/Time	Aug 15, 2011 10:51 AM	Duration	0:34	Has Annotation	No	Author	The Administrator	Title		Description		Keywords	
Local Playback Properties																							
Name		Value																					
File Name		REC_00017_A.lmc																					
Software		Onsight Expert 5.0.17																					
Start Date/Time		Aug 15, 2011 10:51 AM																					
Duration	0:34																						
Has Annotation	No																						
Author	The Administrator																						
Title																							
Description																							
Keywords																							
 Active Call Properties																							
 Local Playback Properties																							
 Call Properties																							
 Recording Properties																							
 Image Properties																							

3 Installing Onsite Expert Software

There are two Onsite login methods your organization may choose for the Onsite Expert. The two methods are:

- Onsite Account Service – the Onsite Expert connects to the Onsite hosted service. This method provides additional features outlined in sections 2 and 9.
- Local Service – the Onsite Expert does not use the Onsite hosted service.

For Local Service operation, the first time you install the Onsite Expert software, you will be prompted to enter an activation or release key. Installation of subsequent version upgrades will require entry of a release key. To activate the software under the Local Service, see paragraph 4.3, Activating the Software, on page 34.

For the Onsite Account Service there is no activation key nor release key required.


If your IT department is managing the installation of Onsite Expert throughout your enterprise then consult your Onsite system administrator for specific instructions. The following installation instructions are applicable for general installation of Onsite Expert on a PC.

3.1 Initial Installation

The minimum requirements for installation on a PC are:

Operating System:	Microsoft Windows 7, Windows Vista, and Windows XP (Service Pack 2 or later).	
Disk space:	Up to 120 MB required (if Microsoft DirectX, Microsoft .NET Framework, and the required Visual C++ runtime components are not already installed).	
Network:	Wired 10/100 Ethernet port. For best performance a wireless network connection is not recommended for the Onsite Expert computer.	
Video card:	DirectX 9.0c compatible video graphics card.	
Audio support:	For voice and audio support, the computer must have a microphone and speakers and/or headset and/or external speakerphone.	
	Non-conference host	Conference host
Processor speed:	1 GHz (1.5 GHz recommended)	2 GHz
Memory:	1 GB	2 GB recommended

Note: check the Onsite Expert Release Notes for any changes to these requirements.

The PC requirements necessary to host an Onsite conference vary with the number of participants and the collaboration content. Performance also varies with the processor and memory architecture of the PC. Onsite Expert monitors computer utilization in order to assist the user in determining the number of participants that should be allowed. See paragraph 2.6, Stream Status Bar Icons, on page 24 for information on the CPU usage icon . The network bandwidth available to the conference host may limit the ability to host a conference. Consult your system administrator or Librestream Support for specific advice.

➔ To install the software from the CD:

1. Log on to the PC using an account with Windows administrator privileges. If you are not sure about your account, contact your system administrator.
2. Insert the Onsite CD into the PC. The installation process should start on its own. If it does not:
 - a. Click the **Start** button on your Windows desktop, and select **Run...** to open the **Run** dialog.

- b. Type **D:\OnsightExpert\Setup.exe** and click **OK** to start the installation (use a drive letter that matches your CD drive).
3. Follow the installation prompts. The installation puts icons on your desktop for the Onsight Expert software and a folder into your **Start > All Programs** menu.



Depending on what has already been installed on your computer, first-time setup may prompt you to install a number of prerequisite programs, such as the Microsoft .NET Framework and Microsoft DirectX. Simply follow the prompts as they appear, and re-boot if required.

→ To install the software from the internet:

1. Log on to the PC using an account with Windows administrator privileges. If you are not sure about your account, contact your system administrator.
2. Download and install according to the email instructions sent to you by your Onsight system administrator.


3.2 Performing an Upgrade

Contact your Onsight system administrator when upgrading your current activated version of Onsight Expert, as you may need to obtain a release key to install the new version.



The release key requirement only applies to the Local Service licensing method.




*Before performing an upgrade by installing a new version, exit the current version if it is currently running. Look for the **Onsight Expert** icon  in the Windows system tray and then right-click and select **Exit**.*

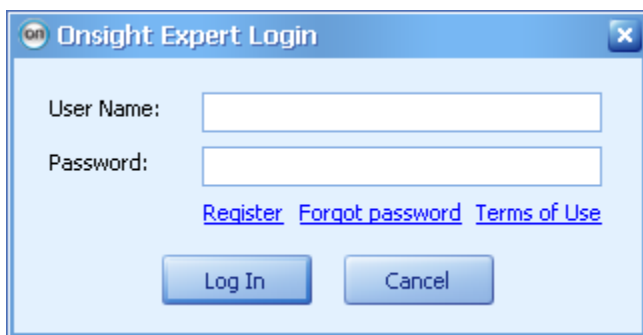
4 Starting Onsight Expert

Initially you will need to manually log in to Onsight Expert. After you have logged in, you can optionally set Onsight Expert to automatically log yourself in. To activate this feature see paragraph 10.2, Auto Login, on page 76.

4.1 Logging In

→ To start the Onsight Expert application:

1. Double-click the **Onsight Expert** icon  on your desktop, or click the **Start** menu and select **All Programs > Librestream Onsight Expert > Onsight Expert**.
2. When the application starts, the Librestream splash screen appears and then the **Onsight Expert Login** window.



→ To login to Onsight Expert:

1. In the **User Name** and **Password** fields enter the user name and password given to you by your Onsight system administrator.

For a Local Service log in, the default user name and password are:


- **User Name:** *admin*
- **Password:** *admin*

This is a built-in user name that is meant to allow an Onsight administrator to log in and set up user names and passwords. We strongly recommend that the Onsight administrator change the administrator password from the default *admin* the first time you log in. To change the password, see paragraph 9.1, Changing your Password, on page 66.

2. Click **Log In**.



For Local service you must enter a key during installation. See 3.0.

3. An **Onsight Expert** icon  also appears in the Windows system tray.





If you close the **Onsight Expert** window, Onsight Expert stays running in the background so that you can:

- Display the application quickly
- Accept incoming calls

4.2 Exiting and Logging Out

→ To close the **Onsight Expert** window:

1. Select the close icon (X)  at the top right of the **Onsight Expert** window.
Note that this does not log you out. The user who is logged in to Onsight Expert stays logged in and Onsight Expert continues running and is ready to respond to incoming calls.
2. If you want to re-open the **Onsight Expert** window, right-click on the **Onsight Expert** icon  in the Windows system tray, and select **Show**.




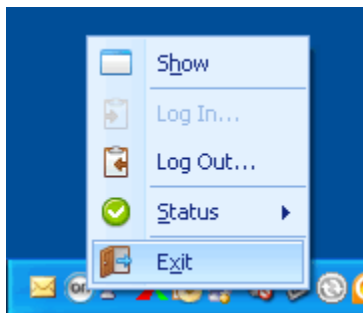
→ To log in as another user:

You can log in as another user without exiting Onsight Expert.

1. Select **File > Log Out...** (or **File > Log In...** if available).
2. In the **User Name** and **Password** fields enter the user name and password given to you by your Onsight system administrator.
3. Click **Log In**.

→ To exit Onsight Expert:

1. Click the **Onsight Expert** icon  in the Windows system tray and select **Exit**.



2. The **Onsight Expert** window closes and the **Onsight Expert** icon  is removed from the Windows system tray. The user is now logged out and Onsight Expert is no longer running.

4.3 Activating the Software

Sites that use Local Service require that you activate the software. Product activation can be done as described below directly at the PC, or it can be centrally administered for enterprise installations that use the Librestream Onsight Management Suite (OMS).



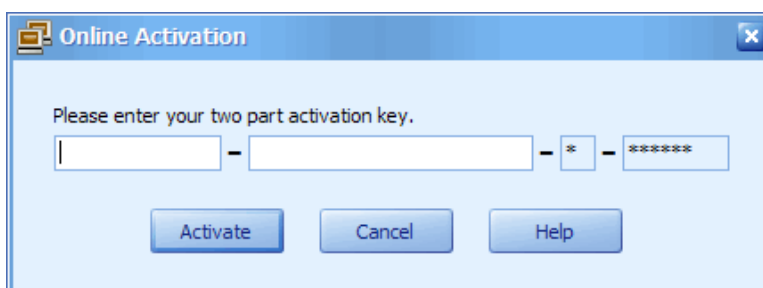
Activation is not required if you are connected to the Onsight Account Service.

If you have questions about whether or not you need to activate the software, please contact your Onsight system administrator.

You must have an active internet connection to activate the software automatically. If your site uses a http proxy then you can configure the Onsight proxy settings (see paragraph 10.18, Proxy Settings, on page 95). If you do not have an internet connection, contact Librestream Support for assistance with Manual activation.

→ To automatically activate the Onsight Expert software:

1. Start the Onsight Expert software (see paragraph 4.1, Logging In, on page 32).
2. Log in with a Local service username and password.
3. The **Online Activation** dialog box appears.



4. Enter the activation key.
5. Click **Activate**.
6. The Librestream activation server verifies the activation key.
7. When the activation is complete, click **Done**.



Keep a copy of your activation key in a safe place.

4.3.1 Activation/Release Key Information

For Onsight Expert versions 3.4 and higher, a release key may need to be entered. Release keys are entered from the **Tools** menu. The key used for the update does not expire on an anniversary date and may be used to reinstall the software update as many times as necessary (on the same licensed PC).



Release keys are not required if you are connected to the Onsight Account Service.

→ To display activation status:

1. From the Onsight Expert window, select **View > Support Information....**
2. The **Support Information** window appears with the following information:
 - **Status** is the current state of the Onsight license.
 - **Serial Number**.
 - **Release Keys** are the activation keys you entered if you performed an update. The information provided includes **Date**, **Version**, and **Key** number.

→ To enter the release key:

1. From the Onsight Expert window, select **Tools > Enter Release Key**.
2. Enter the release key information.
3. Click **OK** to close the window.

5 Answering & Initiating Calls

Before you can answer or initiate a call, you must be logged into Onsight Expert and be able to communicate with an Onsight endpoint through a network.

Onsight Expert can call multiple Onsight Expert or Onsight Devices, or can answer an incoming call from Onsight Expert or Onsight Devices.



A conference call consists of more than two call participants. The host of the conference call is the first Onsight Expert user who establishes the connection with two or more call participants.



When initiating a conference call, it is important for the Onsight Expert conference host to have the appropriate network bandwidth and performance characteristics since the host's Onsight Expert application will be responsible for mixing the conference audio and restreaming the source video stream to all participants. Please contact your Onsight system administrator for the appropriate configuration settings and call protocol.



*In order to participate in a call, all participants must have the same encryption setting. The encryption setting of the person initiating the call must be used by all other call participants. The **Encryption Mode** is set in the **Edit > Preferences > Calls** screen. See paragraph 10.12, Security, on page 87.*



*The maximum number of connections for a conference call is set in the **Edit > Preferences > Calls** screen **Miscellaneous** field **Maximum number of connections**.*

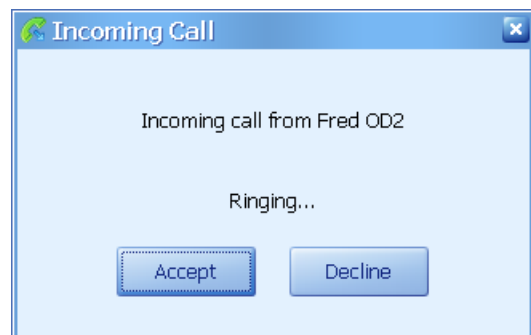


*Onsight Expert can be configured to automatically answer a call in the **Edit > Preferences > Calls** screen **Miscellaneous** field **Enable Auto Answer**. The **Calling Status** must be set to **Available** or **Away** for Onsight Expert to automatically answer the incoming call.*

5.1 Answering an Incoming Call

When a call comes in from an Onsight endpoint, you will hear the ring you have configured for incoming calls.


If your **Calling Status** is set to **Available** or **Away**, an incoming call makes an **Incoming Call** window appear in the middle of your screen, as shown below.



➔ Options for answering a call:

1. To answer the call and start the session, click **Accept**. If **Enable Auto Answer** has been set, and your **Calling Status** is set to **Available** or **Away**, Onsight Expert will automatically answer the call after the number of seconds that were set in the **Edit > Preferences > Calls** screen **Miscellaneous** field **Enable Auto Answer**.
2. To refuse the call, click **Decline**.



If your **Calling Status** is set to **Do Not Disturb**, incoming calls cause the **Onsite Expert** icon  in the Windows system tray to flash briefly. You can click the icon to answer the call, or disregard it.

- To block all incoming calls, set your **Calling Status** to **Offline**:

Right-click the **Onsite Expert** icon  in the Windows system tray and select **Status > Offline**.

or

From the **Onsite Expert** window, select **Calling > Status > Offline**.

or

Click the **Set the calling status** icon in the toolbar and select **Offline**.



If **Offline**, you can still make outgoing calls.

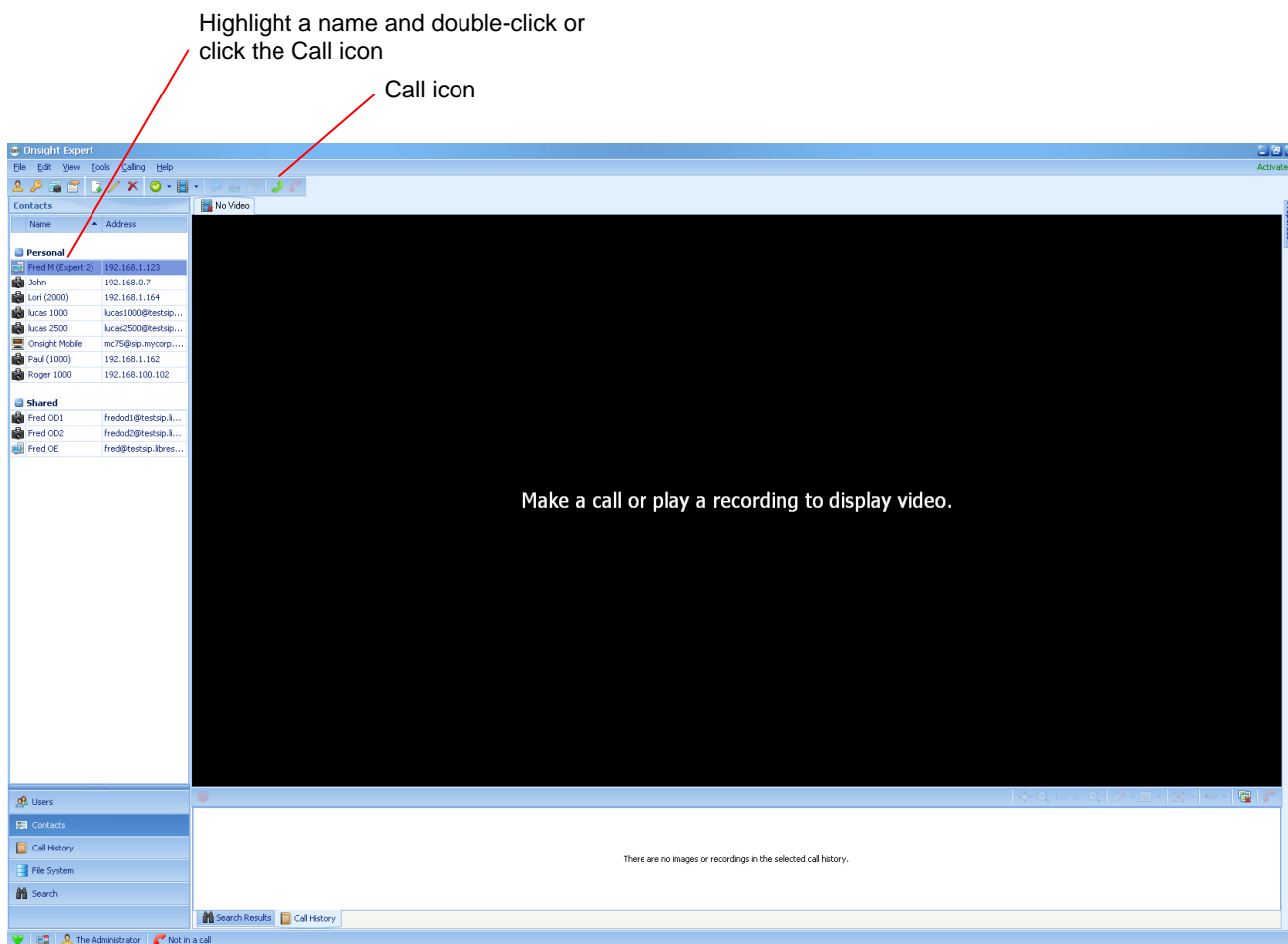
5.2 Starting a Call

➔ To start a call from Onsite Expert:


- Select a name on the **Contacts** tab.

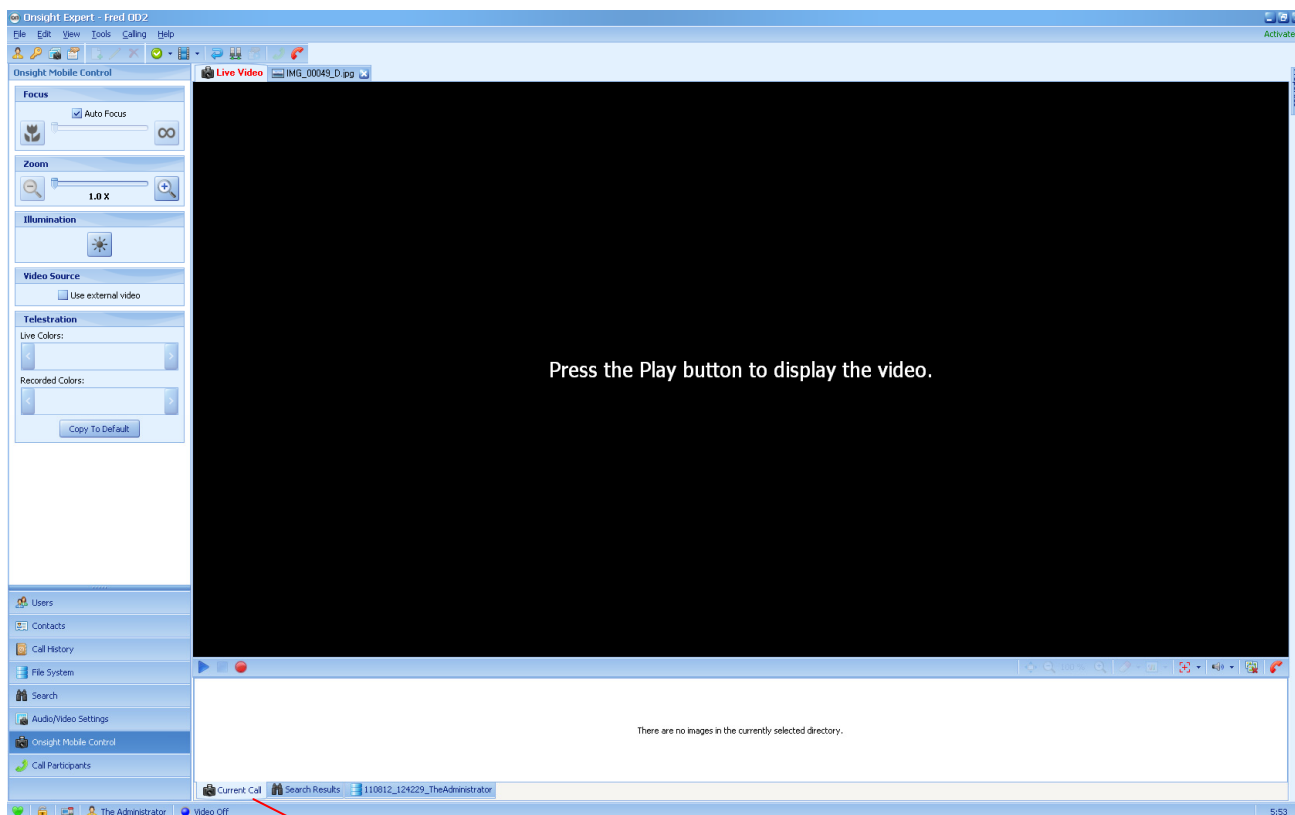


Onsite Expert contacts in the **Contacts** list have a computer icon in front of their name. The Onsite Devices have a camera icon associated with their name. Third party devices have a monitor icon in front of their name.



You may also select the name of a contact from a previous call in the **Call History** tab. If the desired name does not appear in either the **Contacts** or **Call History** tabs, it means that the user has not been added to the **Contacts** tab. Contact your Onsight system administrator.



2. Double-click the name or previous call, or click **Call the selected contact**  in the toolbar. You will hear the outgoing “rings” or a busy signal just as you would on a conventional phone.
3. When the user on the other end answers the call:
 - a **Current Call** tab opens in the **Thumbnails** panel, as shown below,
 - the **Contacts** tab switches to the **Onsight Mobile Control** tab, and
 - you can now communicate through audio, video, or images



Current Call tab

5.3 Ending a Call


→ To end a call:

1. Click **End the current call**  located on the toolbar.
or
Select **Calling > Hang Up** from the menu.
or
Click **End the current call**  located in the right corner of the **Call Control** bar.




If the conference host ends the call then all call participants will be disconnected.

→ To disconnect a call participant:

1. Click **Disconnect**  located next to the call participant in the **Call Participants** tab.

6 How to Use the Call Features

When the **Onsight Expert** window first opens, video does not appear, unless you have selected the option to start streaming as soon as the call begins, or if you call into a conference that already has streaming video. See paragraph 10.6, Video Configuration, on page 80.

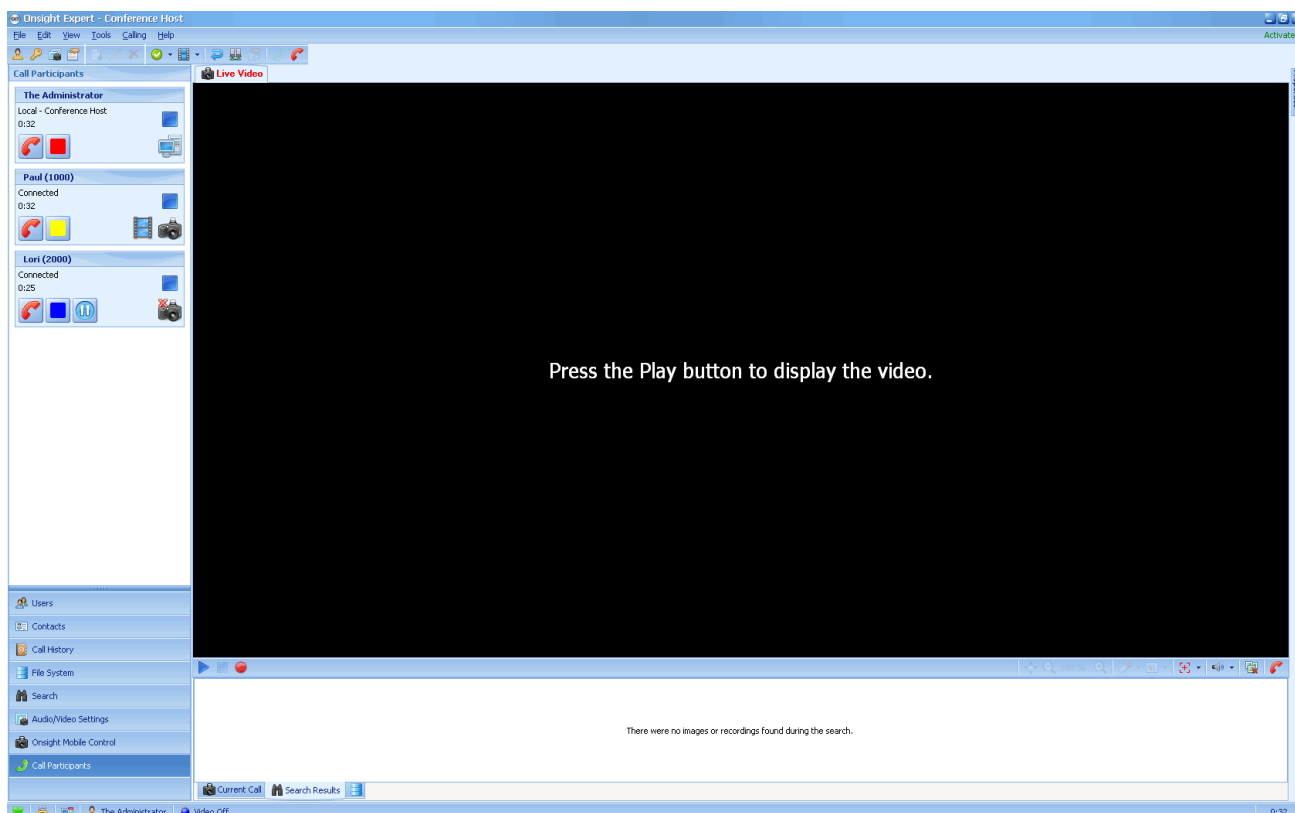
 *If **Image Sharing Mode** was selected prior to making the call, then video is disabled. See paragraph 2.3.5, Calling Menu, on page 15.*


See paragraph 2.5, Viewing Area, on page 22 for more information on the parts of this window.












6.1 Call Status

➔ To view caller and call time information during a call:

1. Make a call (see paragraph 5.2, Starting a Call, on page 37).
2. The **Onsight Expert** window defaults to the **Onsight Mobile Control** tab.
3. Select the **Call Participants** tab.



4. The tab shows the following information for each call participant:
 - Name of the call participant.
 - Call participant status, i.e. **Local**, **Local – Conference Host** (if hosting a conference), **Connected**, or **Connected – Conference Host** (this will be shown on the other Onsight Expert **Call Participants** tab).
 - Duration the participant has been in the call.
 - **Telestration Color**  – when clicked, brings up a color palette to change the telestration color. Any Onsight endpoint (Onsight Expert or device) can change the telestration color of any other Onsight endpoint.

- **Media Stream Source**  – any Onsight endpoint (Onsight Expert or device) can be the **Media Stream Source** for recordings. By default, the **Media Stream Source** is the active Onsight Device in the conference and the only device able to stream live video. If any Onsight endpoint wants to play/stream a recording then that endpoint becomes the **Media Stream Source**.
- **Endpoint Type** – each Onsight Expert connected to the **Conference Host** is designated by an endpoint icon . The active Onsight Device that can provide live streaming is designated by endpoint icon . Any additional Onsight Devices are designated by endpoint icon , as they cannot stream or receive live video, but they can share images, recordings, and join the conversation. The first Onsight Device to join a conference becomes the active Onsight Device for live streaming.
- **Play**  and **Pause**  – The **Conference Host** controls the video stream to the endpoint, Pause the stream to stop sending the conference video to the participant and play to resume. This can be useful if they have low bandwidth conditions. These buttons are only visible in a conference with three or more participants.
- **Disconnect**  – the **Conference Host** can disconnect anyone from the conference. The other participants can only disconnect themselves from the conference. The entire conference call can be ended by the conference host by clicking  next to the conference host name.
- **Image Sharing Mode**  (if applicable) – if **Image Sharing Mode** has been selected instead of **Video Mode**,  will appear next to the participant's name. Since video is disabled in **Image Sharing Mode**, the **Media Stream Source** icon  will not appear.

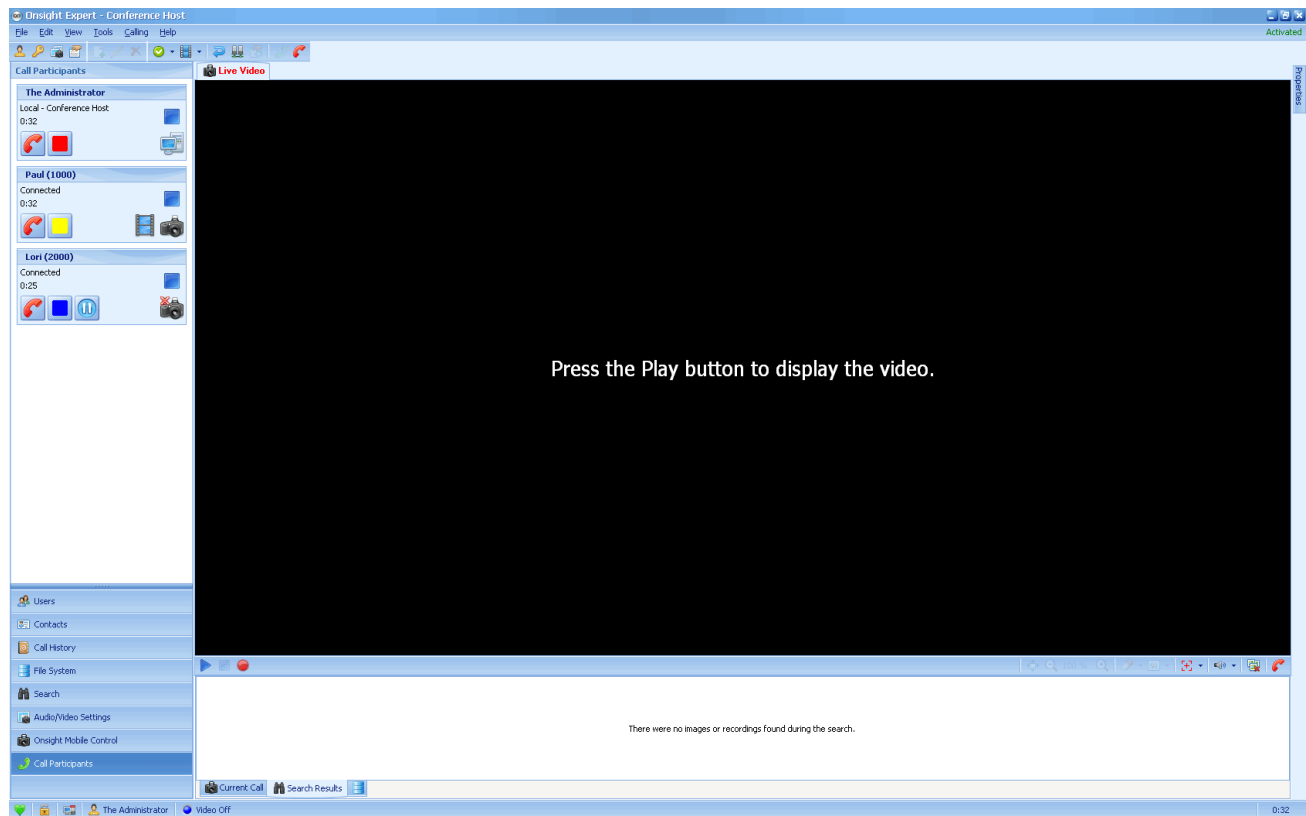


Hover your cursor over a label or icon to view a temporary pop-up that provides either the associated function or information.

For example, hovering the cursor over the name of the call participant provides Address, Participant ID, Voice Codec, Video Codec, Subject Audio Codec, and Call Bandwidth, as applicable.

6.2 Starting and Stopping Live Video Streaming

The video controls are in the **Playback Control** bar and **Call Control** bar beneath the video area of the window. The controls change depending on the state of the window. If video is not streaming, the video area appears dark.



➔ To start and stop video streaming:

1. To start streaming, click  (**Start receiving video**).
2. To pause streaming, click  (**Pause the received video**).
3. To stop streaming, click  (**Stop receiving video**).



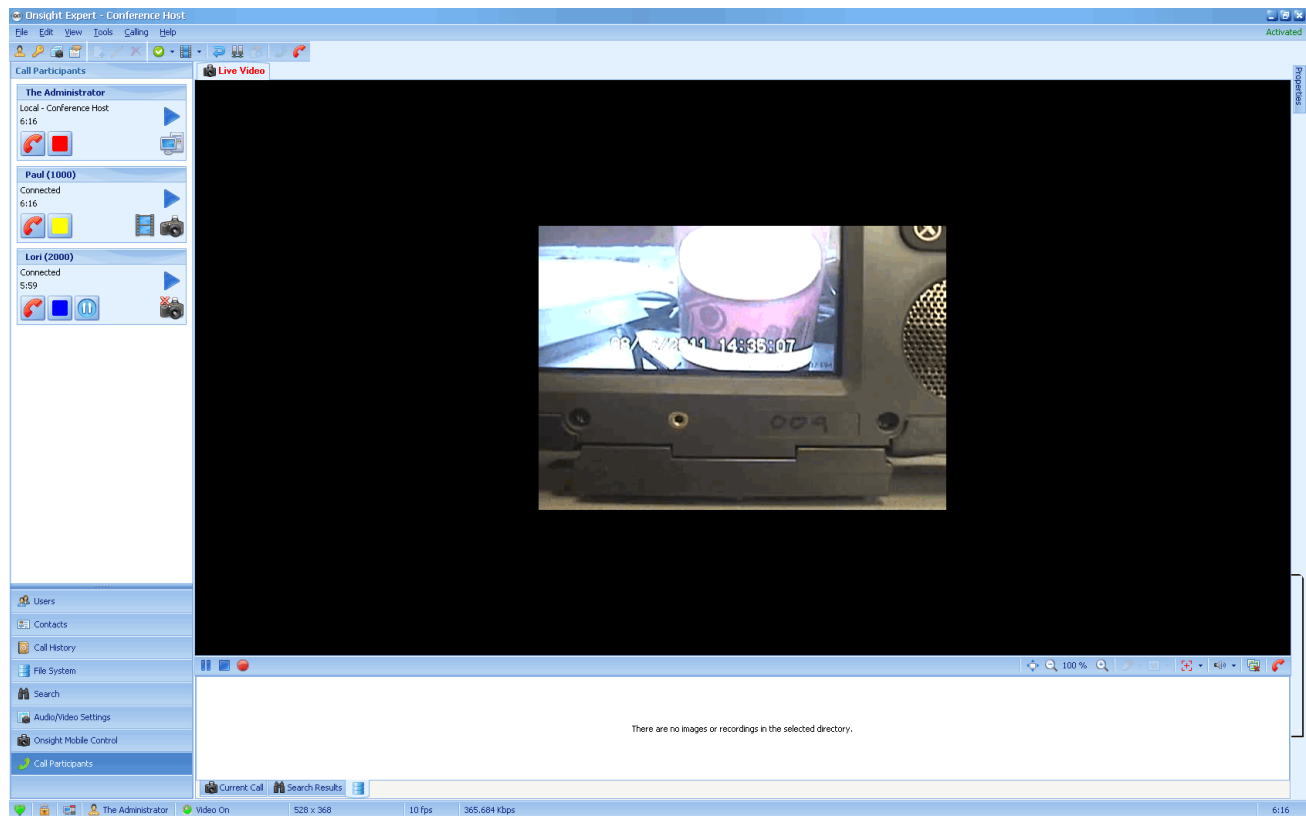
Any Onsite Expert user, as well as the Onsite Device that is the media stream source, can control the live video stream.

6.3 Stream Status

The **Stream Status** bar displays the video bit rate.



If Onsite Expert detects any network problems, it displays the current video bit rate in red.




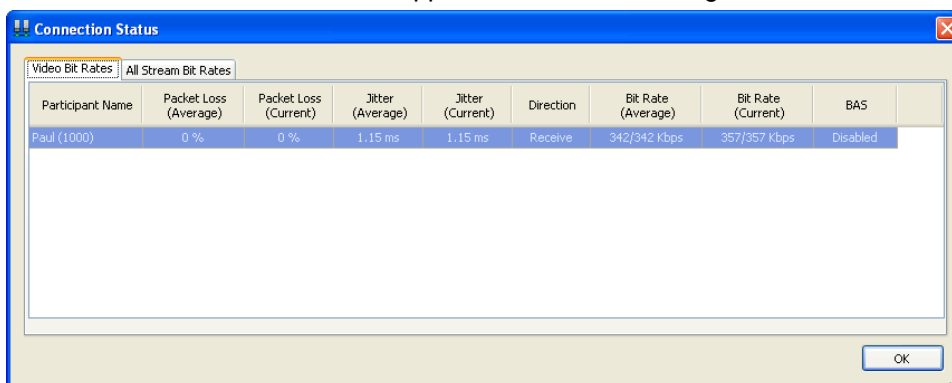
Stream Status bar

Video bit rate

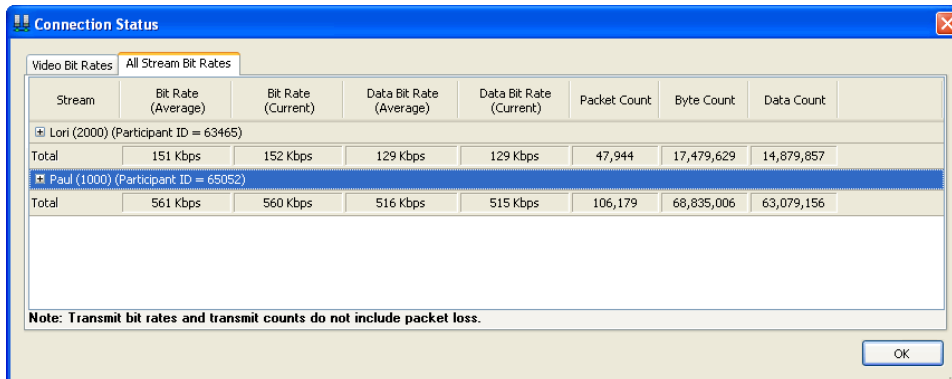
Onsite Expert also displays network stream statistics for each call participant in the **Connection Status** window.

➔ To open the **Connection Status** window:

1. Double-click on the **Video bit rate** in the **Stream Status bar**.
or
Select **View > Connection Status...** from the **Onsite Expert** window menu.
or
Click on the **Toolbar** icon .
2. The **Connection Status** window appears with the streaming data.



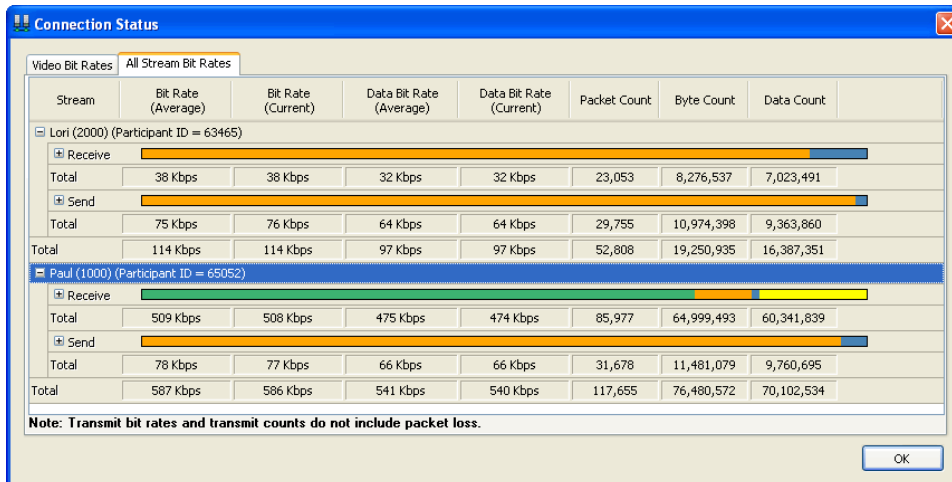
- Click on the **All Stream Bit Rates** tab to show each call participant's stream bit rates.



Stream	Bit Rate (Average)	Bit Rate (Current)	Data Bit Rate (Average)	Data Bit Rate (Current)	Packet Count	Byte Count	Data Count
Lori (2000) (Participant ID = 63465)							
Total	151 Kbps	152 Kbps	129 Kbps	129 Kbps	47,944	17,479,629	14,879,857
Paul (1000) (Participant ID = 65052)							
Total	561 Kbps	560 Kbps	516 Kbps	515 Kbps	106,179	68,835,006	63,079,156

Note: Transmit bit rates and transmit counts do not include packet loss.

- Click on the "+" icon next to the call participant to view additional stream data.



Stream	Bit Rate (Average)	Bit Rate (Current)	Data Bit Rate (Average)	Data Bit Rate (Current)	Packet Count	Byte Count	Data Count
Lori (2000) (Participant ID = 63465)							
Receive							
Total	38 Kbps	38 Kbps	32 Kbps	32 Kbps	23,053	8,276,537	7,023,491
Send							
Total	75 Kbps	76 Kbps	64 Kbps	64 Kbps	29,755	10,974,398	9,363,860
Total	114 Kbps	114 Kbps	97 Kbps	97 Kbps	52,808	19,250,935	16,387,351
Paul (1000) (Participant ID = 65052)							
Receive							
Total	509 Kbps	508 Kbps	475 Kbps	474 Kbps	85,977	64,999,493	60,341,839
Send							
Total	78 Kbps	77 Kbps	66 Kbps	66 Kbps	31,678	11,481,079	9,760,695
Total	587 Kbps	586 Kbps	541 Kbps	540 Kbps	117,655	76,480,572	70,102,534

Note: Transmit bit rates and transmit counts do not include packet loss.

6.4 Recording a Call

Onsight Expert can provide a complete record of a call, including two-way voice, video, subject audio, images and telestration. Calls can also be recorded without an active video stream (i.e. audio only).

The recording controls are in the **Playback Control** bar beneath the video area of the window. The controls change depending on the state of the window.




6.4.1 Recording Two-Way Voice Only

If video is not required when recording a call, Onsight Expert can record just the conversation (two-way voice).



You can record two-way voice in **Video Mode** or **Image Sharing Mode** but in order to playback the recording, you must be in **Video Mode** if you are a call.

→ To start recording two-way voice (no video or subject audio):

1. If streaming, stop the video stream by clicking  (**Stop receiving video**).
2. Click  (**Start recording the call**).
3. Onsight Expert displays the recording time (next to ) as it records the conversation.

→ To stop recording:

1. Click  (**Stop recording the call**).






To play the recording, see paragraph 6.5, Playing a Video Recording Locally, on page 45 or paragraph 6.6, Streaming a Video Recording to an Onsight Endpoint, on page 46.

6.4.2 Recording a Video

A video recording can include two-way voice, video, subject audio, images and telestration.

→ To start recording a video:

1. Start streaming by clicking  (**Start receiving video**).
2. Click  (**Start recording the call**).
3. Onsight Expert displays the recording time (next to ) as it records the video.

→ To stop recording:

1. Click  (**Stop recording the call**).



To play the recording, see paragraph 6.5, Playing a Video Recording Locally, on page 45 or paragraph 6.6, Streaming a Video Recording to an Onsight Endpoint, on page 46.

6.5 Playing a Video Recording Locally

Onsite Expert displays video recordings in the **Viewing** area. The video can be played locally, or it can be streamed to other Onsite endpoints (i.e. Onsite Expert and Onsite Device). For instructions on streaming the video see paragraph 6.6, Streaming a Video Recording to an Onsite Endpoint, on page 46.

If the video has telestration, you can show or hide the telestration when playing the video. You can also temporarily erase the telestration while playing the video. See paragraph 6.12, Telestration Colors and Controls, on page 53.

Note that a recording can be two-way voice only (no video). See paragraph 6.4.1, Recording Two-Way Voice Only, on page 44.

→ To play a recording (without streaming it to an Onsite endpoint):

1. If a call is active, end it (see paragraph 5.3, Ending a Call, on page 38).



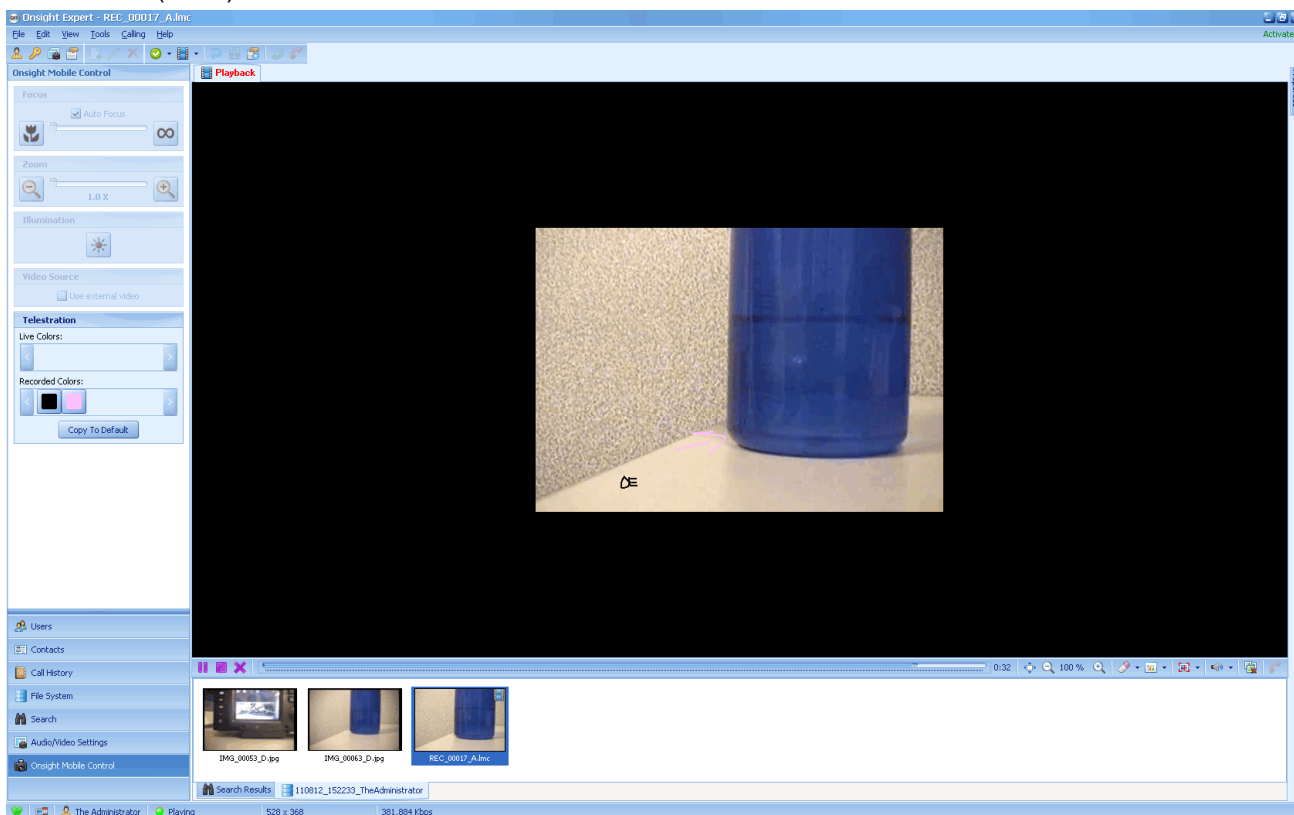
If the conference host ends the call then all call participants will be disconnected.



2. From the **Controls** panel, select a call from the **File System** tab that has a recording.



*You can also select a call from the **Call History** tab.*

3. The recordings appear in the **Thumbnails** panel.
4. Click a thumbnail to select the recording.
5. Right-click on the thumbnail and select **Play Recording**.
6. Onsite Expert plays the video. Note that there is now a **Playback** tab for the selected recording just below the **Toolbar** (icons).



- To pause the video, click .
- To start playing the video again, click .

- To stop the video, click .
7. To close this video, click  (**Exit playback mode**) or open another video file.


6.6 Streaming a Video Recording to an Onsite Endpoint

You can stream video recordings from Onsite Expert to an Onsite Device or to multiple Onsite Expert or Onsite Devices if in a conference call.

If the video has telestration, you can show or hide the telestration when playing the video. You can also temporarily erase the telestration while playing the video. See paragraph 6.12, Telestration Colors and Controls, on page 53.


Note that a recording can be two-way voice only (no video). See paragraph 6.4.1, Recording Two-Way Voice Only, on page 44.

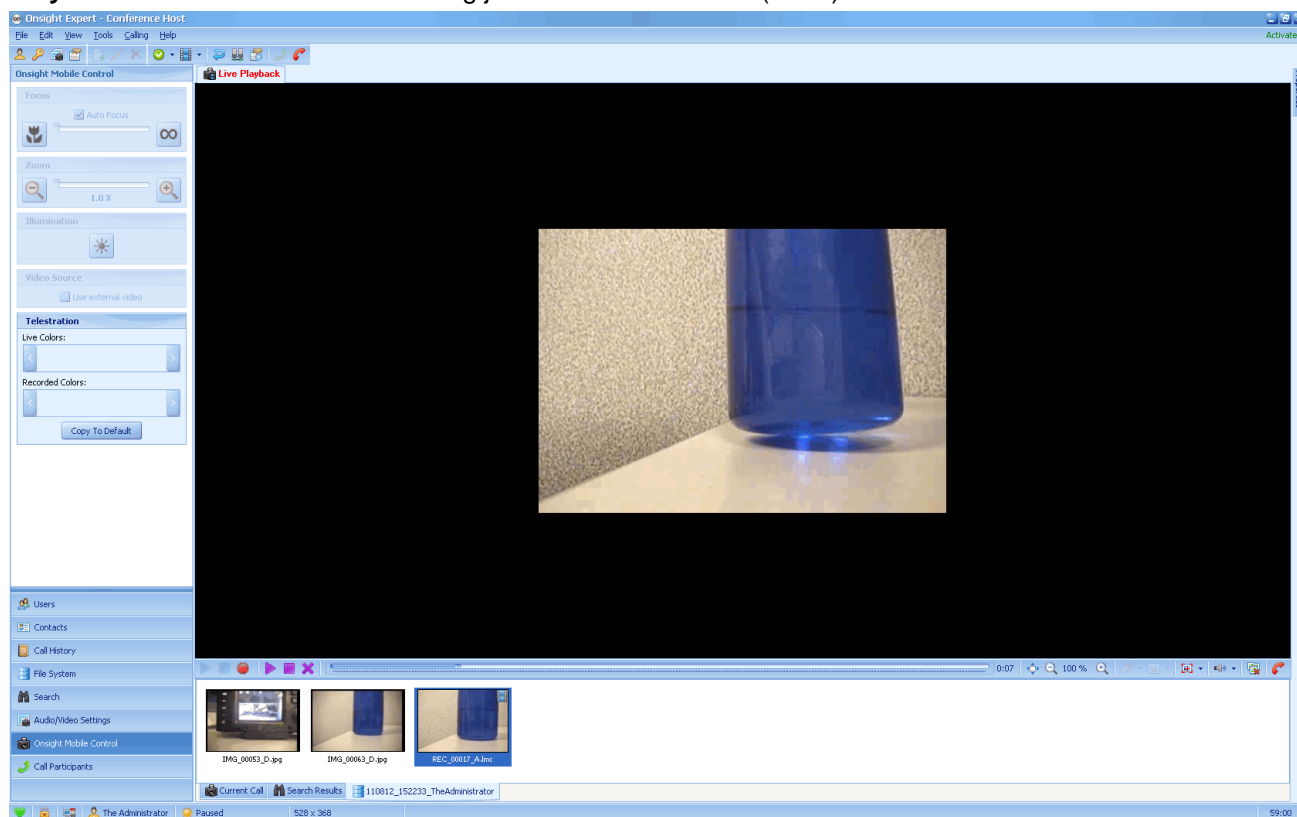
→ To play a recording and stream it to an Onsite endpoint:

1. If you are currently streaming live video, click  to stop streaming.
2. From the **Controls** panel, select a call from the **File System** tab that has a recording.



*You can also select a call from the **Call History** tab.*

3. The recordings appear in the **Thumbnails** panel.
4. Click a thumbnail to select the recording.
5. Right-click on the thumbnail and select **Play Recording**.
6. Click  (**Start playback of the recording**).
7. Onsite Expert plays the video and streams it to the Onsite endpoint(s). Note that there is now a **Live Playback** tab for the selected recording just below the **Toolbar** (icons).



- To pause playback, click .

- To resume playback, click .
 - To stop playback, click .
8. To end playback mode, click  (**Exit playback mode**) or open another video recording.

6.7 Recording and Playing a Video Annotation

After you record a video, you can add a voice annotation to it from the **Thumbnails** tab of the **Onsight Expert** window.



Open the **Properties** panel to view the **Recording Properties** for the video recording selected in the **Thumbnails** tab. The **Has Annotation** field will identify if the recording has a voice annotation.

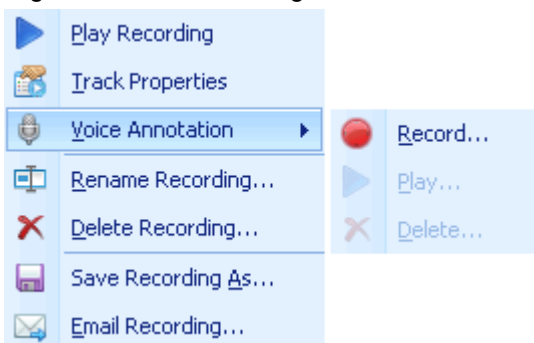
→ To record a voice annotation for a video:

1. If a call is active, end it (see paragraph 5.3, Ending a Call, on page 38).

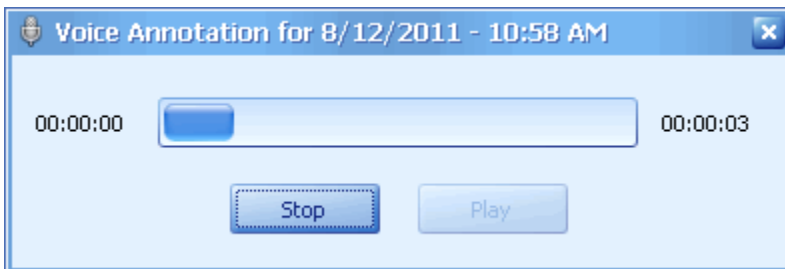



If the conference host ends the call then all call participants will be disconnected.

2. Right-click on a recording in the **Thumbnails** tab and then select **Voice Annotation > Record....**



3. The **Annotation** dialog box opens and begins recording your voice annotation.

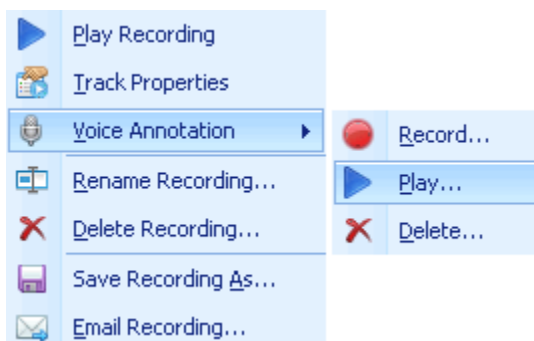


4. Click **Stop** when you are finished recording.
5. At this point, there are 3 options:
 - You can start recording again.
Note that this will overwrite the previously recorded voice annotation.
 - You can play the recorded voice annotation.
 - You can close the voice annotation by clicking on .

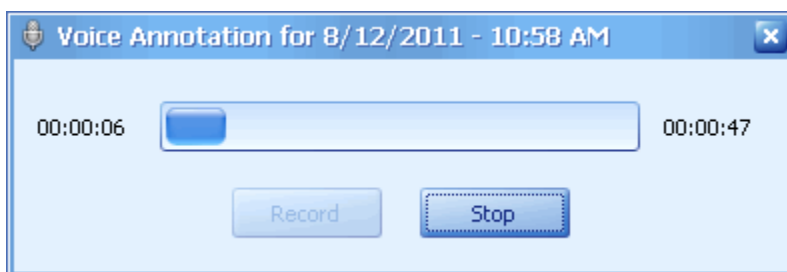


→ To play a voice annotation:




1. Right-click on a recording (that has a voice annotation) in the **Thumbnails** tab and then select **Voice Annotation > Play...**



2. The **Annotation** dialog box opens and begins playing your voice annotation.



3. At this point, there are 4 options:

- You can stop the playback of the voice annotation by clicking **Stop**.
 *If you click **Play** again after stopping the voice annotation, the voice annotation starts from the beginning.*
- After clicking **Stop**, you can begin recording again by clicking **Record**.
 *This will overwrite the previously recorded voice annotation.*
- You can close the voice annotation by clicking on .
- You can wait until the playback is complete; the **Annotation** window will remain open.




→ To delete a voice annotation:

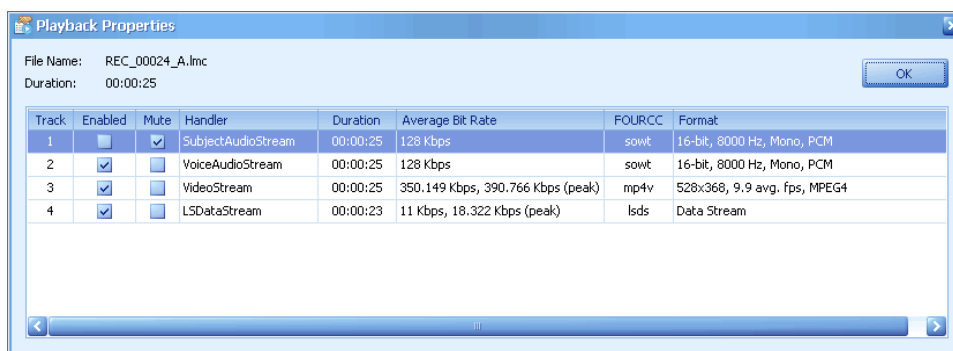
1. Right-click on a recording (that has a voice annotation) in the **Thumbnails** tab and then select **Voice Annotation > Delete...**

6.8 Recorded File Playback Properties

See your Onsight system administrator for more information on the different properties provided.

→ To view information about a recording (playback properties):

1. Select the recording in the **Thumbnails** tab:
Right-click and select **Track Properties**.
or
Select **View > Playback Properties...** from the menu or click  on the **Toolbar**.
2. The **Playback Properties** window provides track information for video and audio, as well as the ability to mute Subject Audio and/or Voice Audio (if in a call). The **Enabled** column is only visible during playback of a recording.

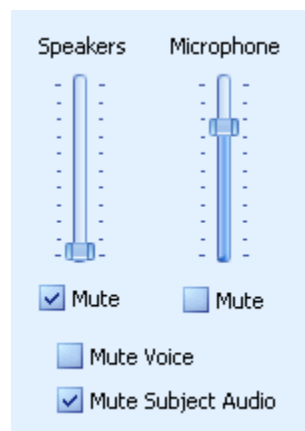


3. Click **OK** to close the window.

6.9 Audio Control

The volume controls are accessed from the **Call Control** bar by clicking .

You must be in a call or playing a recording for the volume control to be active.



6.9.1 Volume and Gain Control

Use the sliders and check boxes to adjust the volume for speakers and the gain of the voice microphone.

Note that on some computers, the microphone gain will be adjusted automatically to an optimal level. If this is enabled, manual adjustments will be overridden. Consult your computer's manual or audio driver release notes for information on enabling or overriding this feature (known as Automatic Gain Control or AGC).

6.9.2 Mute Control

The Onsight Device provides two audio channels – one for voice communication and one for subject audio. The voice channel is processed to minimize echo and noise, and is intended to capture the operator's voice. The subject audio channel is intended to capture the unprocessed sound coming from the subject viewed by the Onsight Device. Subject Audio is only active as long as a video stream is present. The subject audio channel is time-synchronized with the video streamed by the Onsight Device.

Use the **Mute Voice** and **Mute Subject Audio** check boxes to select which audio channel from the Onsight Device you are hearing.

Use the **Mute** check boxes to mute speaker or microphone volume (or both).

6.10 Audio/Video Settings from the Controls Panel

The audio and video stream settings are accessed from the **Controls** panel by selecting the **Audio/Video Settings** tab. This tab displays the audio and video settings currently in use. You must be in a call or playing a video recording to access this tab.

Audio/Video Settings

Configuration:
From Onsight Mobile

Video

Format: MPEG4
Resolution: 528 x 368
Frame Rate: 10 fps
Frame Sequen...: I and P
GOP: 5
Target Bit Rate: 400 Kbps
Bit Rate Limit: Soft

Audio

Format: G.711 ULAW
Sample Size: 8 bits
Sample Rate: 8 Kps
Bit Rate: 64 Kbps
Source: Microphone
Separation: Mono

System

Managed Rem...: No

Call bandwidth: Maximum

To change the video and audio settings, select a preset option from the **Configuration** drop-down list.



Only configurations which are compatible with the connected Onsight Device are listed. Some 3rd party devices may not support all listed configurations.

Audio/Video Settings

Configuration:

From Onsight Mobile

Low Bandwidth

Medium Bandwidth

High Bandwidth

From Onsight Mobile

Frame Sequen... I and P

GOP: 5

Target Bit Rate: 400 Kbps

Bit Rate Limit: Soft

Audio

Format: G.711 ULAW

Sample Size: 8 bits

Sample Rate: 8 Kps

Bit Rate: 64 Kbps

Source: Microphone

Separation: Mono

System

Managed Rem... No

Call bandwidth: Maximum

There are three preset configurations: Low, Medium, and High Bandwidth. The fourth option is **From Onsight Mobile** which allows the connected device to dictate the current video settings. In addition, the **Configuration** drop-down list includes any additional custom media configurations that have been created. See paragraph 10.16 on page 92 for information on adding and modifying media configurations.

When playing a recording, the **Configuration** field states **From Playback**.

Audio/Video Settings

Configuration:

From Playback

Video

Format: MPEG4

Resolution: 528 x 368

Average Fram... 9.8 fps

Average Bit Ra... 376.683 Kbps

Audio

Format: PCM

Sample Size: 16 bits

Sample Rate: 8 Kps

Bit Rate: 128 Kbps

Source: Off

Separation: Mono

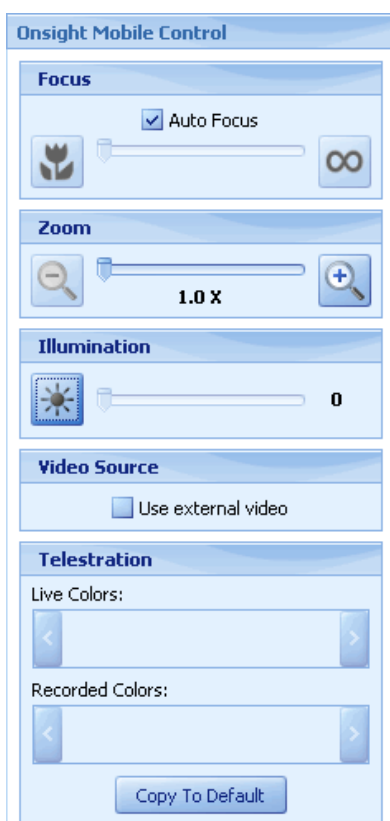
System

Managed Rem... No

Call bandwidth: Maximum

6.11 Onsight Mobile Focus, Zoom, and Illumination Control

The focus, zoom, and illumination settings are accessed from the **Controls** panel by selecting the **Onsight Mobile Control** tab. You must be in a call but changes can be made with or without an active stream.





Use this tab to control **Focus**, **Zoom**, and **Illumination** settings on the Onsight Device that you are currently in a call session with. Note that the Onsight Device can also control these features.



In a conference call, any Onsight Expert call participant can control the Onsight Device that is the video source.





6.11.1 Focus

To focus automatically, select **Auto Focus**. To focus manually, clear **Auto Focus** and adjust the focus with the slider. You can also click on  to move the focus nearer to the subject, or  to move the focus away from the subject.



To fine adjust the focus level, select the slider with your mouse and then use the left and right arrow keys on your keyboard.


6.11.2 Zoom




Use the slider to adjust the optical zoom level or click  and  on either side of the slider to select the minimum or maximum zoom. If you want to stop zooming before the minimum or maximum level is reached, click  or  again (as applicable), while the slider is still moving.



To fine adjust the zoom level, select the slider with your mouse and then use the left and right arrow keys on your keyboard.

6.11.3 Illumination (front light on Onsight Device)

Click **Illumination**  to toggle the front light on or off. Use the slider to adjust the illumination level.

-  – Illumination is off
-  – Illumination is on
-  – Macro illumination (Onsight 2xxx device series)



To fine adjust the illumination level, select the slider with your mouse and then use the left and right arrow keys on your keyboard.



The Onsight 1000 device does not have illumination level adjustment. Illumination is either on or off.

6.12 Telestration Colors and Controls

Telestration allows you to draw on the screen to illustrate a point or highlight an object. Onsight Expert and the Onsight Device can telestrate on the video being streamed or an image being shared. Live and recorded telestration appears in different colors to make it easier to identify who drew them.



Recorded telestration colors are embedded in the recording but you can temporarily erase telestration when playing back the recording. It does not permanently erase the telestration that exists in the video.



Any call participant can change the color of another call participant. The color change is only valid for the duration of the call.

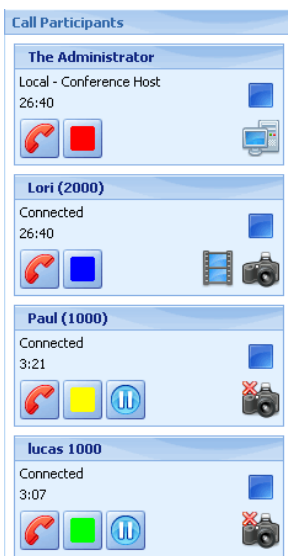
6.12.1 Telestration Colors

Telestration colors can be changed from three different locations:

- **Call Participants** tab
- **Onsight Mobile Control** tab
- **Edit > Preferences > Telestration** tab

➔ To change a telestration color from the **Call Participants** tab:

1. Click on the **Call Participants** tab to show the participants in the call.



2. A call participant color can be changed by clicking on the color.



The call participant color is the color that is used for live telestration.

3. A **Colors** palette will appear.
4. Click on the new color to close the **Colors** palette and implement the color change.



This color change is not permanent. Use the **Edit > Preferences > Telestration** tab if you want to make a permanent color change. See paragraph 10.13, Telestration, on page 88.

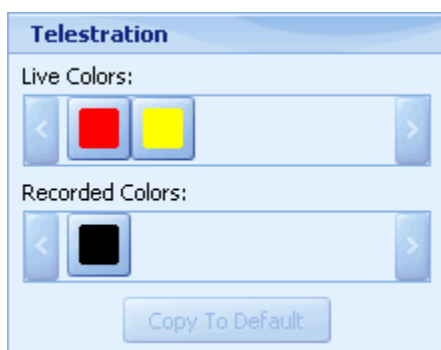
→ To change a telestration color from the **Onsight Mobile Control** tab:

1. Click on the **Onsight Mobile Control** tab to show the **Telestration** area.



*The telestration colors are only accessible when telestration is displayed in the **Viewing** area. The **Telestration** area will remain grayed-out if the video being played has no telestration in it, or until telestration starts when playing or recording a video.*

2. Live and recorded telestration colors can be changed by clicking on the color in the **Telestration** area. The colors appear in the order of which Onsight endpoint telestrated first.



3. A **Colors** palette will appear.
4. Click on the new color to close the **Colors** palette and implement the color change.



This color change is not permanent unless you select **Copy to Default**. Alternatively, use the **Edit > Preferences > Telestration** tab if you want to make a permanent color change. See paragraph 10.13, Telestration, on page 88.

→ To change a telestration color in the **Edit > Preferences > Telestration** tab:

1. Refer to paragraph 10.13, Telestration, on page 88, for detailed instructions on changing the telestration color preferences.

6.12.2 Telestration Controls


The telestration controls are located in the **Call Control** bar. The telestration control icons are  **Erase telestration** and  **Show or hide telestration**.



*The telestration controls are only accessible when telestration is displayed in the **Viewing** area. The telestration control icons will remain grayed-out if the video being played has no telestration in it, or until telestration starts when playing or recording a video.*

6.12.3 Erase Telestration

→ To erase telestration:


1. When viewing video that has telestration, click **Erase telestration**  in the **Call Control** bar.
2. Select from the following options:
 - **Participant** – all call participants that have telestrated will be listed; if you want to erase specific participant's telestration, click on the participant's name, for example, Paul (1000)
 - **Recorded**
 - **Erase Live Telestration**
 - **Erase Recorded Telestration**
 - **Erase All Telestration**



Erasing telestration is a temporary effect when playing back a video recording. It does not permanently erase the telestration that exists in the video.

6.12.4 Show or Hide Telestration

→ To show or hide telestration:

1. When playing video that has telestration, click **Show or hide telestration**  in the **Call Control** bar.
2. Select from the following options:
 - **Participant** – all call participants that have telestrated will be listed; if you don't want to see a specific participant's telestration, click on the participant's name, for example, Paul (1000)
 - **Recorded**
 - **Show Live Telestration**
 - **Show Recorded Telestration**
 - **Show All Telestration**
 - **Hide All Telestration**




*The other Onsight endpoints will still see the telestration even if **Hide All Telestration** is selected, as this feature is local and user selectable at each endpoint.*


7 Images



Image (snapshot) thumbnails are shown in the **Thumbnails** panel. The **Thumbnails** panel (in conjunction with the **Call Control** bar and **Properties** panel) allows you to view, share, telestrate, and change snapshot properties. An **Image** tab (located above the **Viewing** area) opens automatically when you capture a snapshot if **Display in an image tab** has been selected in the **General** tab of the **Edit > Preferences.....** menu.

Several controls allow you to:

- Share a snapshot during a call (see paragraph 7.2, Sharing an Image, on page 61)
- Add a title, description and keywords
- Display an image in a new window or tab
- Rename an image
- Delete an image
- Save an image in another location with a new file name
- Email an image
- Magnify (up to 500%) or shrink (down to 10%) the image
- Fit the image to the window, or show at original size by toggling **Automatically fit the image within the window** 



*You cannot resize the image if  is currently set to **Automatically fit the image within the window**.*

- Add or erase telestration 
- Show or hide telestration 

→ To view images in the **Thumbnails** panel:

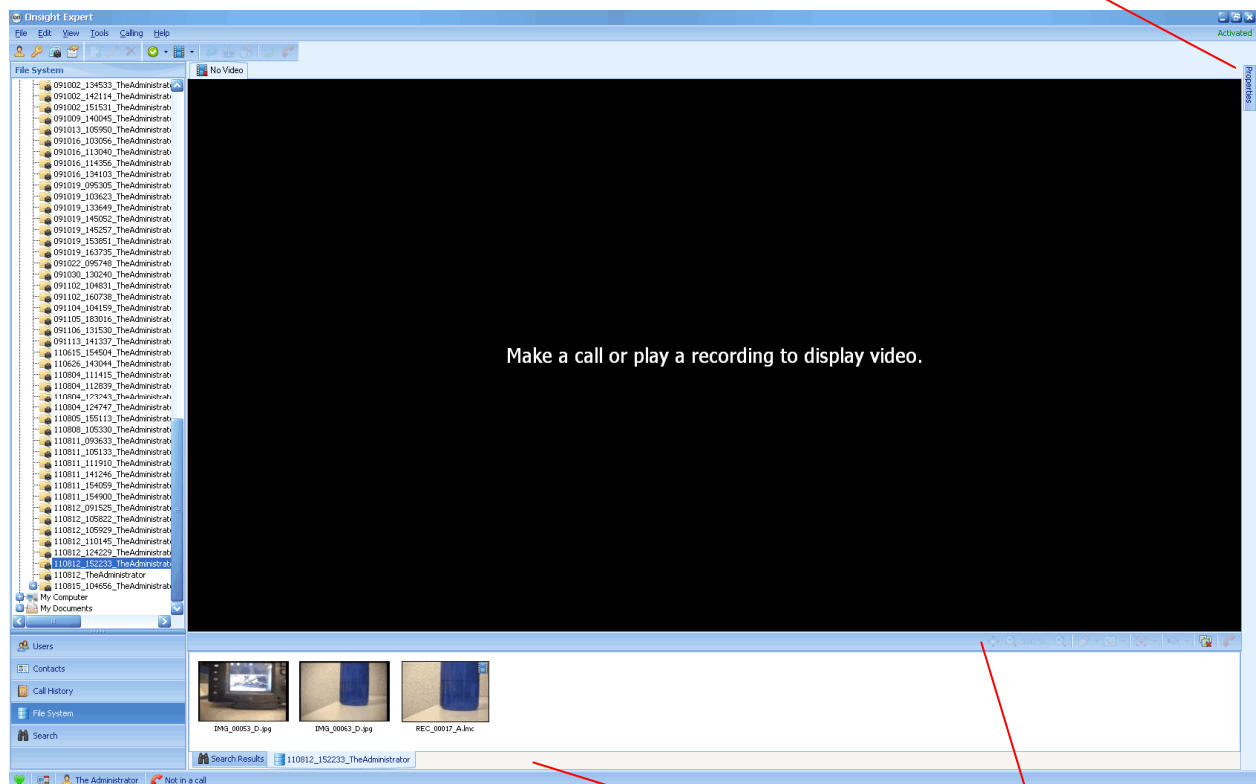
1. From the **Controls** panel, select a call from the **File System** tab that has an image.



*You can also select a call from the **Call History** tab.*

2. The images appear in the **Thumbnails** panel.

Properties panel

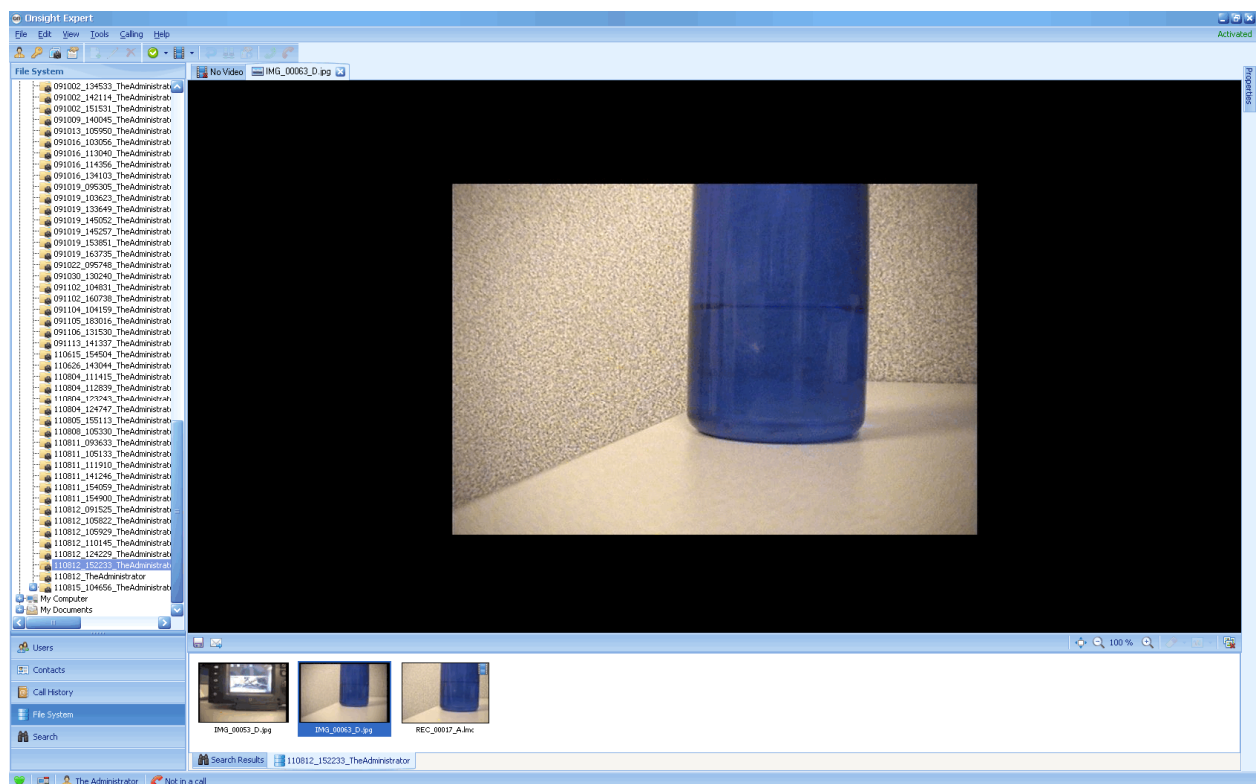


3. Click a thumbnail to display the full image.

Thumbnails panel

Call Control bar

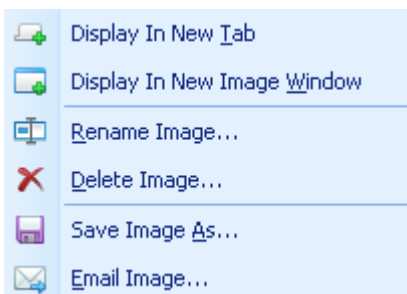
4. The image will appear in the **Viewing** area.



5. Note that there is now an **Image** tab for the selected image just below the **Toolbar** (icons).

→ To control images from the **Thumbnails** panel:

1. To view, rename, delete, save to a different location, or email a snapshot, right-click the thumbnail and select the desired menu option.



- **Display In New Tab** – displays an image in a new tab just below the **Toolbar** (icons); this allows multiple **Image** tabs to be open
- **Display In New Image Window** – displays the image in a separate resizable image window (you can also double-click the thumbnail)
- **Rename Image...** – renames the image to a different file name
- **Delete Image...** – deletes the image
- **Save Image As...** – saves the image to a different location
- **Email Image...** – allows the image to be emailed as an attachment by your email program

→ To view or modify image properties:

1. Select the image in the **Thumbnails** panel.
2. Click on the **Properties** panel.
3. The **Image Properties** tab appears showing **File Name** and **Date/Time** information as well as the **Title**, **Description**, and **Keywords** fields. If you click **Show all fields** then **Software**, **Resolution**, and **Author** information is shown.





Image Properties	
Name	Value
File Name	IMG_00039_D.jpg
Software	Librestream Technologies In...
Date/Time	Aug 11, 2011 2:16 PM
Resolution	720x480
Author	Fred OD2
Title	
Description	
Keywords	

4. Enter information into the **Title**, **Description**, and **Keywords** fields as desired.






*Entering information into these fields will help when using the search feature in the **Search** tab.*

→ To control image size:


1. Select the image in the **Thumbnails** panel.
2. From the **Call Control** bar:
 - Magnify the image (up to 500%) by clicking 
 - Shrink the image (down to 10%) by clicking 
 - Show the image at original size or to fit within the window by toggling 
 - You cannot resize the image if  is currently set to **Automatically fit the image within the window**

→ To control image telestration:

1. Make a call.
2. Select the image in the **Thumbnails** panel.
3. Right-click and select **Share Image** or click on the **Share this image with the camera** icon .
4. From the **Call Control** bar:
 - Erase participant, erase all live, erase all recorded, or erase all telestration by clicking 
 - Show or hide participant, show or hide live, show or hide recorded, show all, or hide all by clicking 

7.1 Capturing and Saving Snapshots

You can capture a snapshot two ways: by selecting **Live Snapshot**  or **Share Live Snapshot**  from the **Call Control** bar.

You can also take a snapshot from the current recording and use it as the recording's thumbnail by selecting **Thumbnail Snapshot** .

When you capture a snapshot, Onsight Expert creates a session folder in which it saves these files. The location of the folder is selected from the **Onsight Expert** window in **Edit > Preferences... > General** in the **Media Path** field.

e.g. C:\Documents and Settings\All Users\Documents\Onsight Expert

The name of the folder is based on the date, time, and user name using the convention:

yymmdd_hhmmss_Onsight Expert user

where:

- *yymmdd* is the date of the session
- *hhmmss* is the time that the session started
- *Onsight Expert user* is the user name that is logged into Onsight Expert

e.g. 090910_132520_TheAdministrator

The snapshot file name is based on media type, a serial number, and the source. File names use the convention:






media_serial#_source_.extension

where:


- *media* is IMG for a snapshot
- *serial#* is a sequential number assigned by the source device
- *source* is D for Onsight Device, and A for Onsight Expert
- *extension* is .jpg for a snapshot

e.g. IMG_00003_D.jpg

→ To take a snapshot:

1. Ensure that streaming is on (see paragraph 6.2, Starting and Stopping Live Video Streaming, on page 40).
2. Click **Live Snapshot**  or **Share Live Snapshot**  in the **Call Control** bar. If **Live Snapshot**  is selected, the image is not shared until the **Share this image with the camera** icon  is selected in the **Playback Control** bar. If **Share Live Snapshot**  is selected then the image is automatically shared.



If there are telestration lines, they will be captured as part of the image. If you need to save an image without telestration lines, click  in the **Call Control** bar before capturing the snapshot and select the telestration to be erased.



3. If the **Show the properties** preference is set in the **When Taking Snapshots (Edit > Preferences.... > General)** area, the **Properties** panel **Image Properties** tab will appear for editing the properties of the image (see paragraph 10.8, Image Display Options, on page 82).


Image Properties	
Name	Value
File Name	IMG_00039_D.jpg
Software	Librestream Technologies In...
Date/Time	Aug 11, 2011 2:16 PM
Resolution	720x480
Author	Fred OD2
Title	
Description	
Keywords	

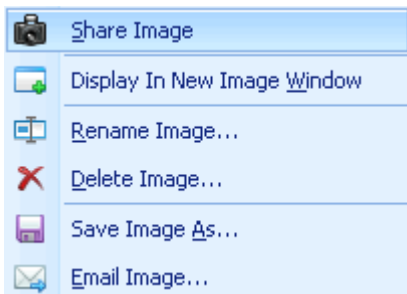
4. Enter information into the **Title**, **Description**, and **Keywords** fields as desired.
5. The snapshot is automatically saved to the session folder.

7.2 Sharing an Image

During a call you can share snapshots taken during the current call or previously saved on your computer. You can also telestrate while sharing a snapshot.

→ To share snapshots:

1. From the **Controls** panel, select a call from the **File System** tab that has an image. The **Thumbnails** panel displays the snapshots as thumbnails.
2. Click on the thumbnail that you want to share, and either click on the **Share this image with the camera** icon  or right-click on the thumbnail and select **Share Image**.



3. Onsight Expert sends the image to all call participants. Each Onsight endpoint saves a copy in its session folder.

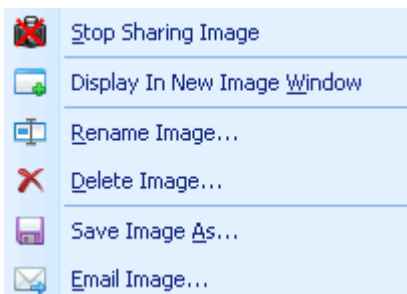
Note that “**Image is shared**” appears in the **Playback Control** bar.



When you share a snapshot while recording a session, the snapshot is saved as part of the recording.

→ To stop sharing:

1. Click **Stop sharing the image with the camera**  icon, or right-click on the thumbnail and select **Stop Sharing Image**.




8 Recordings


Recording thumbnails are shown in the **Thumbnails** panel.



The **Thumbnails** panel (in conjunction with the **Call Control** bar and **Properties** panel) allows you to view, share, telestrate, and annotate recordings. A **Live Playback** tab (located above the **Viewing** area) opens automatically when you play a recording.

Several controls allow you to:

- Play a recording
- Add a title, description or keywords
- Create a voice annotation
- View track properties
- Rename a recording
- Delete a recording
- Save a recording in another location with a new file name as a standard file or a QuickTime Movie file
- Email a recording
- Magnify (up to 500%) or shrink (down to 10%) the video image
- Fit the video image to the window, or show at original size by toggling **Automatically fit the video within the window** 



*You cannot resize the image if  is currently set to **Automatically fit the video within the window**.*

- Add or erase telestration 
- Show or hide telestration 

→ To view recordings in the **Thumbnails** panel:

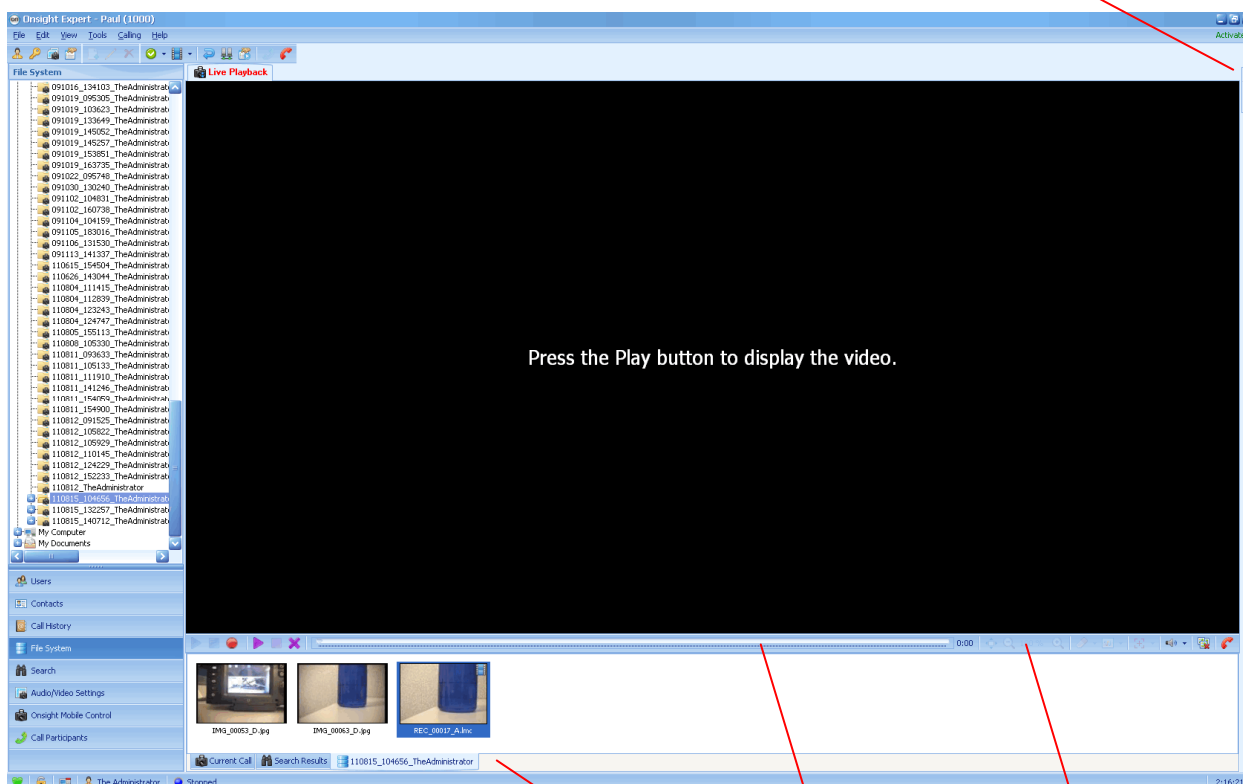
1. From the **Controls** panel, select a call from the **File System** tab that has a recording.



*You can also select a call from the **Call History** tab.*

- The recordings appear in the **Thumbnails** panel.

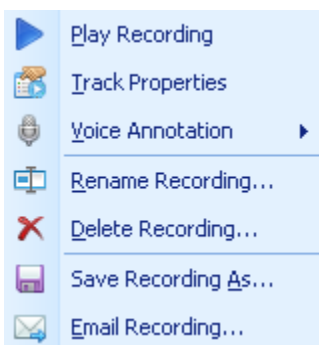
Properties panel



- Click a thumbnail to select the recording.
- The video image will not appear in the **Viewing** area until the recording is played.
- Note that there is now a **Live Playback** tab for the selected recording just below the **Toolbar** (icons).

→ To control recordings from the **Thumbnails** panel:

- To view, annotate, rename, delete, save, or email a recording, right-click the thumbnail and select the desired menu option.



- Play Recording** – plays the selected recording; note that a recording can be two-way voice only i.e. no video (see paragraph 6.5, Playing a Video Recording Locally, on page 45 and paragraph 6.6, Streaming a Video Recording to an Onsite Endpoint, on page 46)
- Track Properties** – displays the **Playback Properties** window (see paragraph 6.8, Recorded File Playback Properties, on page 49)
- Voice Annotation** ► – record, play, or delete a voice annotation (see paragraph 6.7, Recording and Playing a Video Annotation, on page 47)
- Rename Recording...** – renames the recording to a different file name

- **Delete Recording...** – deletes the recording (if you want to delete the recording just played, you must exit playback first)
- **Save Recording As...** – saves the recording as a standard recording file or a QuickTime Movie file (see paragraph 8.1, Saving a Video Recording, on page 64)
- **Email Recording...** – allows the recording to be emailed as an attachment by your email program

→ To view or edit recording (or local playback) properties:

1. Select the recording in the **Thumbnails** panel.
2. Click on the **Properties** panel.
3. The **Recording Properties** tab (or **Local Playback Properties** tab) appears showing **File Name**, **Start Date/Time**, and **Duration** information as well as the **Title**, **Description**, and **Keywords** fields. If you click **Show all fields** then **Software**, **Has Annotation**, and **Author** information is shown.

Recording Properties	
Name	Value
File Name	REC_00017_A.lmc
Software	Onsight Expert 5.0.17
Start Date/Time	Aug 15, 2011 10:51 AM
Duration	0:34
Has Annotation	No
Author	The Administrator
Title	
Description	
Keywords	

4. Enter information into the **Title**, **Description**, and **Keywords** fields as desired. You can also modify the **File Name** and **Author** information.

8.1 Saving a Video Recording

Video recordings are automatically saved to a file with an *.lmc* file extension.

When you record a video, Onsight Expert creates a session folder in which it saves these files. The location of the folder is selected from the **Onsight Expert** window in **Edit > Preferences... > General** in the **Media Path** area.

e.g. C:\Documents and Settings\All Users\Documents\Onsight Expert

The name of the session folder is based on the date, time, and user name using the convention:

yymmdd_hhmmss_Onsight Expert user

where:

- *yymmdd* is the date of the session
- *hhmmss* is the time that the session started
- *Onsight Expert user* is the user name that is logged into Onsight Expert

e.g. 090910_132520_TheAdministrator

The recording file name is based on media type, a serial number, and the source. File names use the convention:

media_serial#.source.extension

where:


- *media* is REC for a recording
- *serial#* is a sequential number assigned by the source device

- *source* is A for Onsite Expert
- *extension* is .lmc for recordings

e.g. REC_00038_A.lmc

8.1.1 Saving a Video Recording for Playback in QuickTime

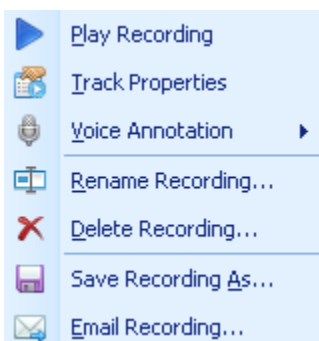
You can also save a version of the recording with a .mov extension that will be recognized by the Apple QuickTime Player.

 *Recordings created with earlier versions of Onsite Expert (before version 3) were not compatible with QuickTime, but recordings made with version 3 and higher are playable with QuickTime without converting to QuickTime format. For recordings made prior to version 3 of Onsite Expert, use the procedure below to convert them to QuickTime format.*

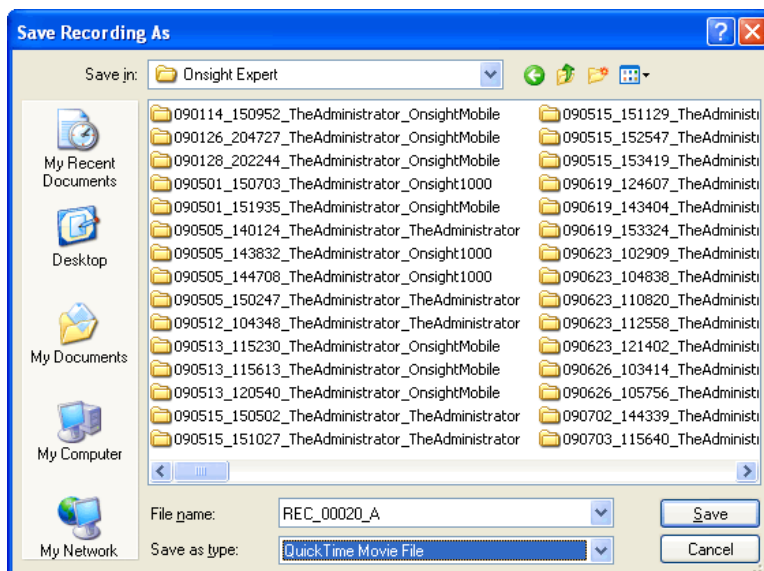
 *When playing a recording in QuickTime, telestration is not displayed and voice annotations are not available.*

→ To save a recording with the QuickTime file extension (.mov):

1. From the **Thumbnails** tab, right-click on the recording you want to save and select **Save Recording As...**






2. The **Save As** window appears.




3. Browse to the folder in which you want to save the QuickTime file.
4. In the **File name** field, enter a new name for the file, if desired.
5. From the **Save as type** list, select **Quick Time Movie File**.
6. Click **Save**.

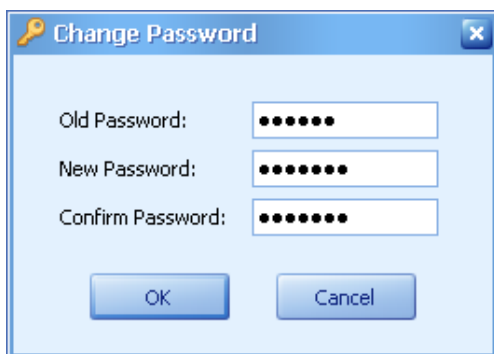
9 Administrative Tasks

-  When using the Local Service, any changes that are made to your profile (including password changes), users, and contacts **only apply to the computer on which you are making the changes on**. They are not reflected on other computers or Onsight Devices. The changes will not be available when using Onsight Account Service.
-  When using the Onsight Account Service, any changes that are made to your contacts, password, and SIP settings **will be available on any Onsight endpoint which is connected to the Onsight Account Service with your username**. The changes will not be available when using Local Service.
-  If there are changes that need to be implemented on other Onsight Expert computers or Onsight Devices, contact your Onsight system administrator. The Onsight system administrator can create user and contacts lists that can be distributed to multiple Onsight Expert PCs and Onsight Devices using Onsight Management Suite.

9.1 Changing your Password

→ To change your password:

1. From the **Onsight Expert** window either:
Click the **Change Password** icon  on the toolbar.
or
Select **Edit > Change Password...**
or
Press **Ctrl+H**.
2. The **Change Password** window appears.



3. Enter your password information into the **Old Password**, **New Password**, and **Confirm Password** fields.
4. Select **OK** to save the changes.

9.2 Setting Up a New User



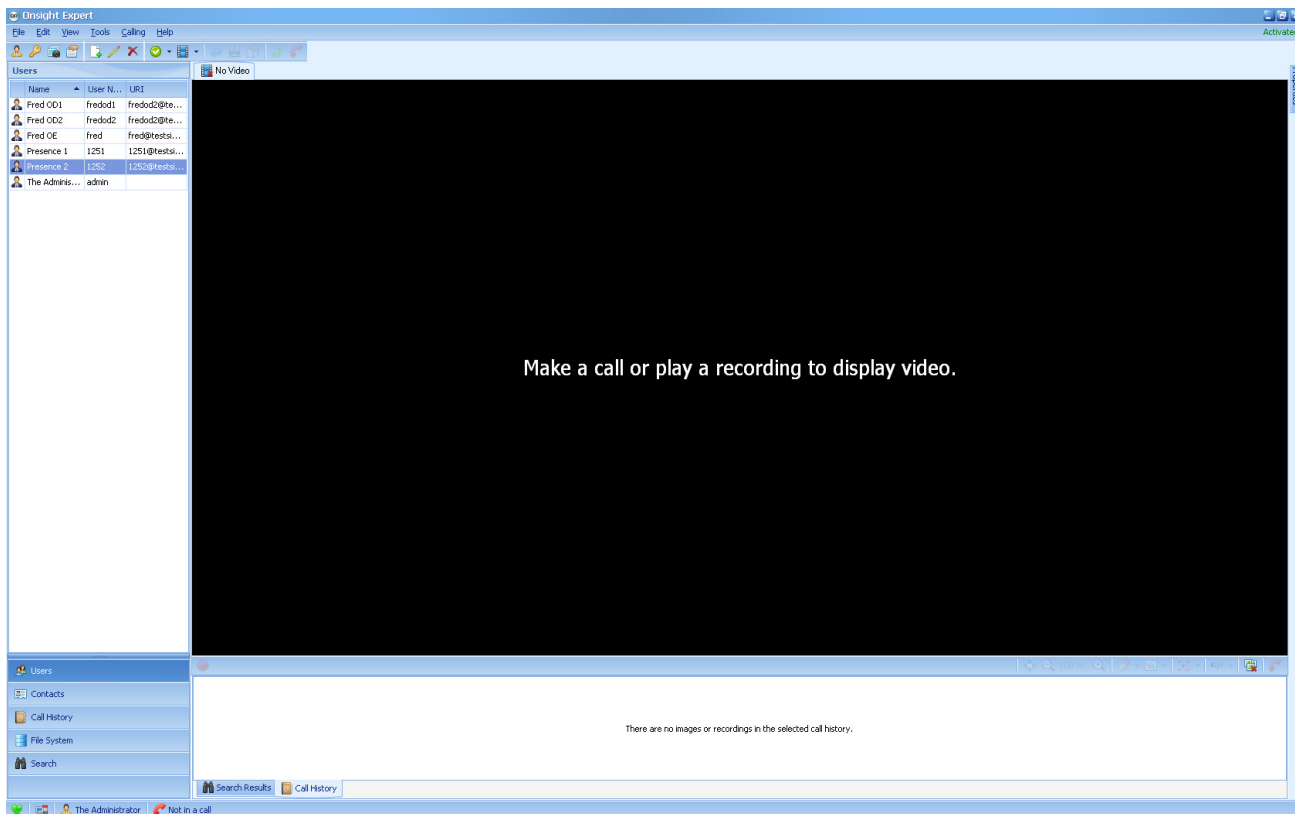
Only available when using Local Service.




You must have Administrator privileges to be able to add, modify, or delete any user information.

➔ To set up a new user:

1. Log in as an administrator.
2. From the **Onsite Expert** window, display the **Users** tab.



3. This tab only appears if you are logged in as administrator. It displays a list of users who have been set up to use the system.
4. To create a new user profile:
Click the **Create a new user** icon  on the toolbar.
or
Select **Edit > New....** from the menu.
or
Right-click on any user and select **New....**
or
Press **Ctrl+N**.

5. The **New User** window appears.

The 'New User' window is shown with the 'Identification' tab selected. The fields are empty:

- User Name:
- Password:
- First Name:
- Last Name:
- ☐ Administrator
- URI:

Buttons: OK, Cancel

6. At the **Identification** tab, fill in the fields necessary for defining the user:

The 'New User' window is shown with the 'Identification' tab selected. The fields are filled with example data:

- User Name:
- Password:
- First Name:
- Last Name:
- ☐ Administrator
- URI:

Buttons: OK, Cancel

User Name	Enter the name by which the user will be known on the system. The user will enter this name during login.
Password	Enter the user's Onsite password. Users can change their own passwords once they log in. The default minimum password length is 6 characters.
First Name	Enter the user's first name.
Last Name	Enter the user's surname.
Administrator	If the user will need administrative access, click this check box. If not, leave it blank. Only administrators can set up new users and some configuration settings can only be changed by an administrator.
URI	<p>This is an IP address or a Uniform Resource Identifier that has been assigned for the user on a SIP Registrar. An Onsite endpoint can initiate a call to the Onsite Expert user using this URI.</p> <p>The form of the URI can be <i><IP address></i>, <i><text>@<IP address></i>, or <i><SIPserver account>@<SIP domain></i>. The <i><IP address></i> can be in dotted decimal notation or a resolvable DNS name.</p>

7. In the **SIP Server** tab, enter the SIP server information necessary for registration. These fields are only required if you're using a SIP server. If you are not using SIP server, do not enable SIP registration. Consult

your Onsight system administrator for assistance with entering addresses. The fields available on the **SIP Server** tab are:

Enable SIP Registration Check to enable operation with a SIP server.

Address Enter the IP address or DNS name of the SIP server on which this user has an account.

User Name Enter the user name for this user, as it has been defined on the SIP server.


Password Enter the password for SIP server authentication. This is different than the user's Onsight Expert login password.

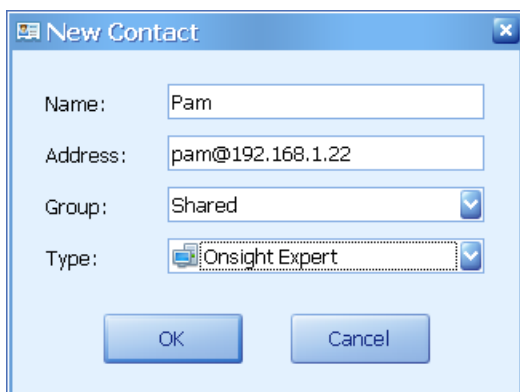
8. Click **OK** to save the user's profile.

9.3 Adding a New Contact

All users may add and modify their **Personal** contacts. However, only administrators using Local Service may create **Shared** contacts. If you are connected to the Onsight Account Service, you can add contacts from the Global Contacts database.

➔ To add a new contact manually:

1. From the **Onsight Expert** window, display the **Contacts** tab and either:
 - Click the **Create a new contact** icon  on the toolbar.
 - or
 - Select **Edit > New...** from the menu.
 - or
 - Right-click on any contact and select **New....**
 - or
 - Press **Ctrl+N**.
2. The **New Contact** window appears.



3. Add the contact information that will allow you to call this user.


- Name** This is the contact's display name. It will be listed in the **Contacts** list and appear in the **Onsight Expert** window during a call.
- Address** Enter the URI for the contact. This is an IP address or a Uniform Resource Identifier that has been assigned for the contact on a SIP Registrar. An Onsight endpoint can initiate a call to the Onsight Expert user using this URI. The form of the URI can be *<IP address>*, *<text>@<IP address>*, or *<SIPserver account>@<SIP domain>*. The *<IP address>* can be in dotted decimal notation or a resolvable DNS name.
- Type** Select **Onsight Expert**, **Onsight Device**, or **3rd Party Device** from the drop-down list. The **Type** field identifies the type of contact that is being entered. Onsight Devices are identified as **Onsight Device**, Onsight Expert users are identified as **Onsight Expert**, and SIP capable devices are identified as **3rd Party Device**.
- Group** Administrators can select **Shared** to have the contact appear to all users. Personal contacts are only visible to the user who created the contact.

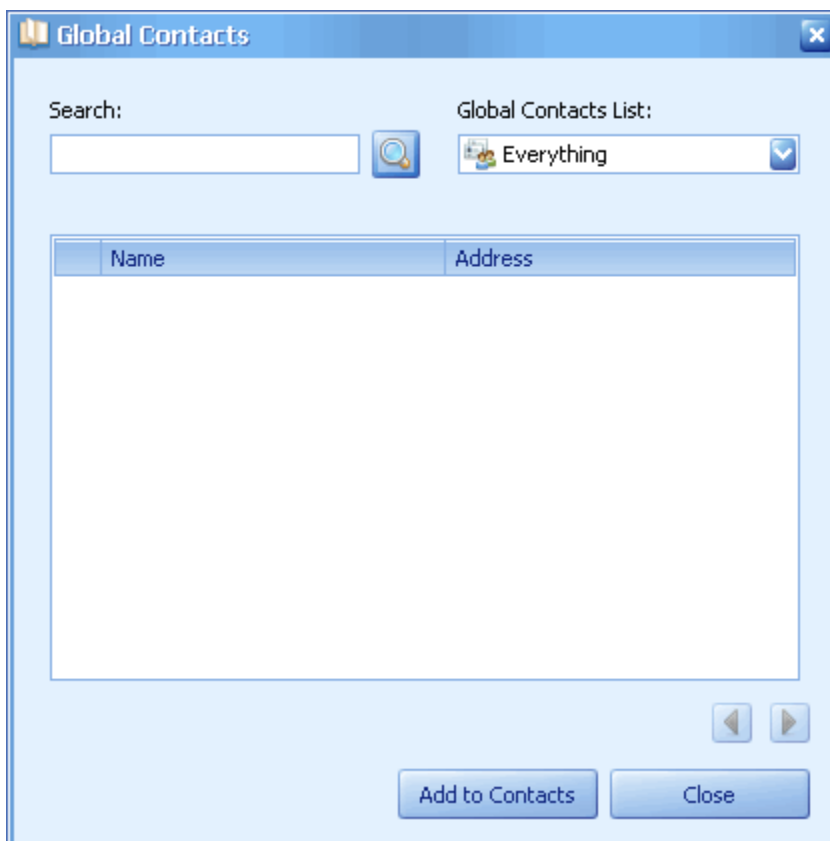
4. Click **OK** to save the contact's profile.
5. The new contact will now appear in the **Contacts** tab.

→ To add a new contact from the Global Contacts database:



You must be connected to the Onsight Account Service.

1. From the **Onsight Expert** window:
Click the **Search the global contacts database** icon  on the toolbar.
or
Select **Edit > Global Contacts...** from the menu.
or
Right-click on any contact and select **Global Contacts....**
or
Press **Ctrl+G**.
2. The **Global Contacts** window appears.




3. Use the **Global Contacts List** and **Search** function to display the names of the contacts.
4. Select one or more names and then click **Add to Contacts** to add these names to your **Contacts** tab.
5. Click **Close** to exit.

9.4 Modifying Existing User Information



Only available when using Local Service.

→ To modify an existing user:

1. Log in as an administrator.
2. From the **Onsight Expert** window, display the **Users** tab, highlight the name and either:
 Click the **Modify the selected user** icon  on the toolbar.
or
 Select **Edit > Modify....** from the menu.
or
 Right-click on the user and select **Modify....**
or
 Press **Ctrl+M**.
3. The **Modify User** window appears.

Modify User

Identification SIP Server Cisco Presence FIPS

User Name: karen

Password: ••••••••

First Name: Karen

Last Name: White

☐ Administrator

URI: kwhite@sipsrv.librestream.com

OK Cancel

4. Make any necessary changes.
5. Click **OK** to save the changes.



Any user with administrative privileges can change the password of any other user, except the user 'admin'. You must be logged in as 'admin' to change that password.

9.5 Modifying Existing Contacts


The list of **Personal** contacts only shows up for the user who added them. You can modify a Personal contact only if you added it using New (not if it was added from Global Contacts),



For Local service only:

*Only administrators will see the **Group** field in the **Modify Contact** window.
Only administrators can modify **Contacts** from the **Shared** group.*

→ To modify an existing contact:

1. From the **Onsight Expert** window, display the **Contacts** tab, highlight the name and either:
Click the **Modify the selected contact** icon  on the toolbar.
or
Select **Edit > Modify...** from the menu.
or
Right-click on the contact and select **Modify...**
or
Press **Ctrl+M**.
2. The **Modify Contact** window appears.




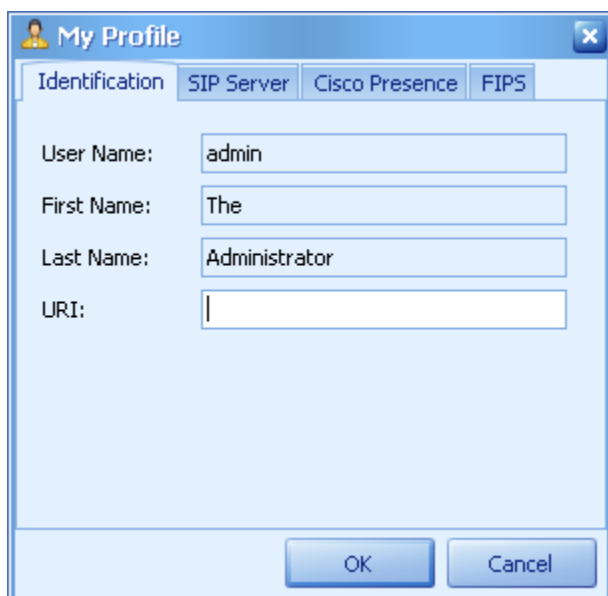
3. Enter the information into the **Name** and **Address** fields.
4. Select the appropriate type and group from the **Type** and **Group** fields.
5. Click **OK** to save the information.

9.6 Checking your own User Information (Personal Profile)

Non-administrator users cannot see the **Users** tab and therefore cannot change any other user's information. However they can view and change their own user information.

➔ To change your user information:

1. From the **Onsight Expert** window either:
Click the **Modify your personal profile** icon  on the toolbar.
or
Select **Edit > My Profile....** from the menu.
or
Press **Ctrl+R**.
2. The **My Profile** window appears and shows the information for the current user.



3. Make any necessary changes.
4. Click **OK** to save the changes.


9.7 Invite a Guest

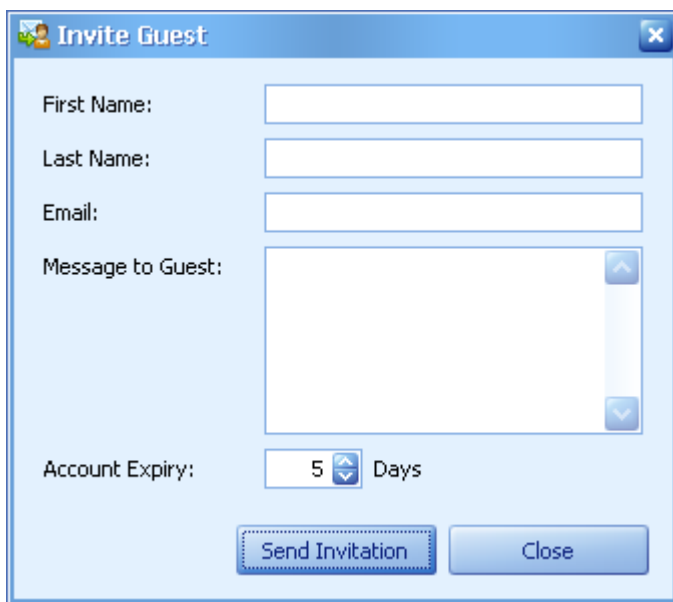
You can invite a guest to download and use Onsight Expert on their own PC for a specified number of days. The guest will receive an email which provides instructions on how to download and install the Onsight Expert client software.



You must be connected to the Onsight Account Service.

→ To invite a guest:

1. From the **Onsight Expert** window:
Click the **Invite a Guest** icon  on the toolbar.
or
Select **Edit > Invite Guest...** from the menu.
or
Right-click on any contact and select **Invite Guest...**
or
Press **Ctrl+I**.
2. The **Invite Guest** window appears.



3. Enter the required information and a message if desired. Select the number of days the guest can use Onsight Expert.

Click **Send Invitation**. The guest will be emailed instructions on how to download and install the Onsight Expert client software.

4. The guest is automatically added to your **Contacts** tab.

10 Configuring Application Preferences

Use the **Preferences** window to customize Onsite Expert for your environment.



You may not be able to change some of the configuration items in this section. Users with administrative privileges have the capability to make configuration changes that other users may not be able to. This access control feature is known as Configuration Access Control and is determined by your Onsite system administrator.

10.1 Starting Onsite Expert Automatically

→ To set Onsite Expert to start automatically when Windows starts up:

1. From the **Onsite Expert** window either:

Click the **Modify your program preferences** icon  on the toolbar.

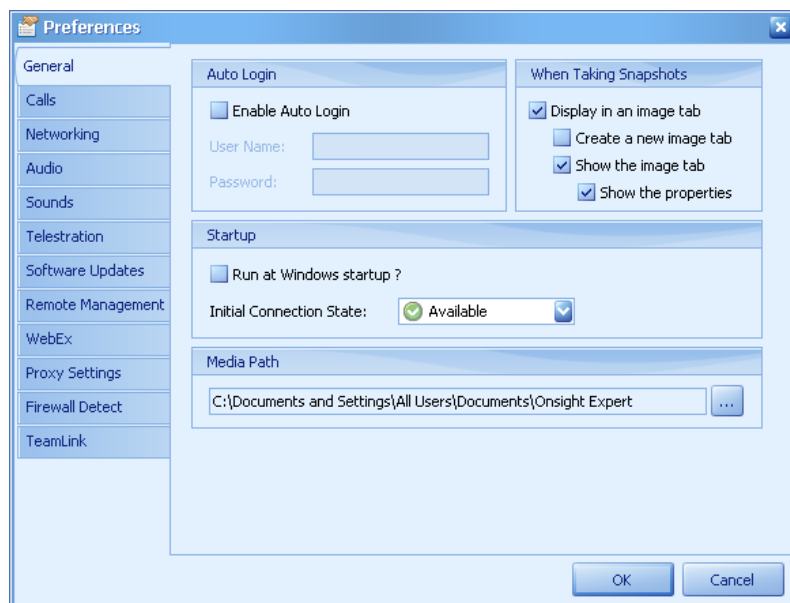
or

Select **Edit > Preferences....** from the menu.

or

Press **Ctrl+P**.

2. The **Preferences** window appears at the **General** tab.



3. Click to place a check mark in the **Run at Windows startup?** check box.




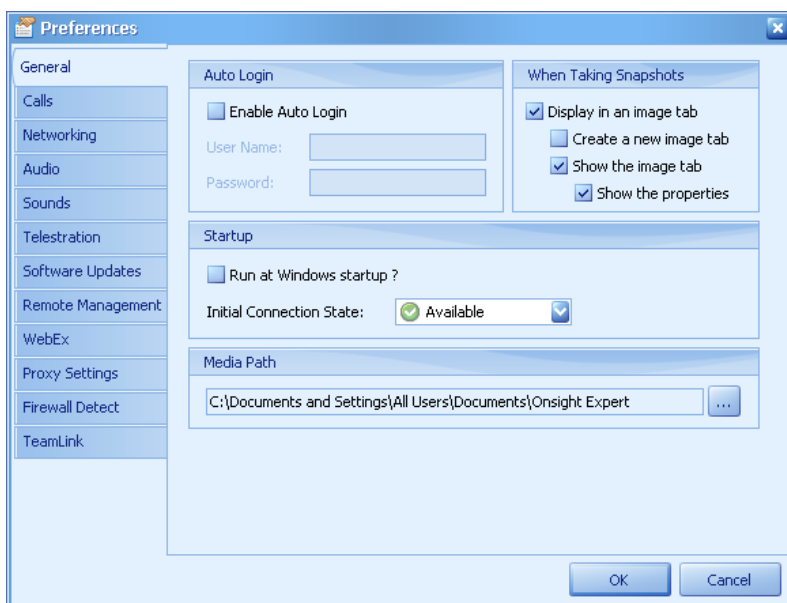
*Unless you also set up the **Auto Login** information, you will still be prompted for a **User Name** and **Password**.*

4. Click **OK** to save the changes.

10.2 Auto Login

→ To automatically log in as a specific user when Onsite Expert starts:

1. From the **Onsite Expert** window either:
Click the **Modify your program preferences** icon  on the toolbar.
or
Select **Edit > Preferences....** from the menu.
or
Press **Ctrl+P**.
2. The **Preferences** window appears at the **General** tab.




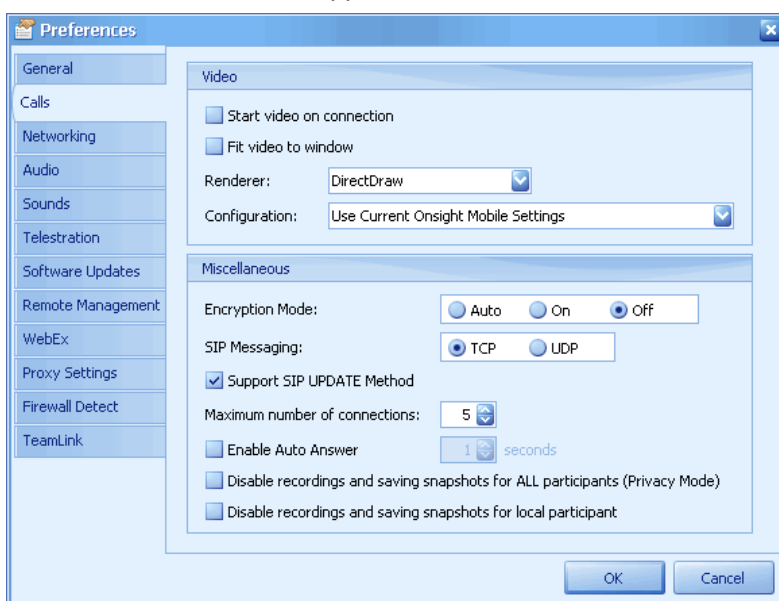
3. In the **Auto Login** area, select **None** or **Local** from the drop-down list for the **Service** field.
 - **None** is the default, and it means that users will be prompted to log in. Use this option if more than one user uses this computer.
 - **Local** means that you will choose one of the local users to be automatically logged in. Use this option if the computer is intended for only one user. When you select **Local**, the **User Name** and **Password** fields become active. Enter the user name and password that apply to the user who will use this computer.
4. Click **OK** to save the changes.

10.3 Auto Answer

You can set Onsight Expert to auto answer a call. The **Calling Status** must be set to **Available** or **Away** for Onsight Expert to automatically answer the incoming call.

→ To enable auto answer:

1. From the **Onsight Expert** window either:
Click the **Modify your program preferences** icon  on the toolbar.
or
Select **Edit > Preferences....** from the menu.
or
Press **Ctrl+P**.
2. The **Preferences** window appears. Click the **Calls** tab.




3. Select **Enable Auto Answer** and set the length of the delay (in seconds) before Onsight Expert automatically answers the incoming call.
4. Click **OK** to save the changes.

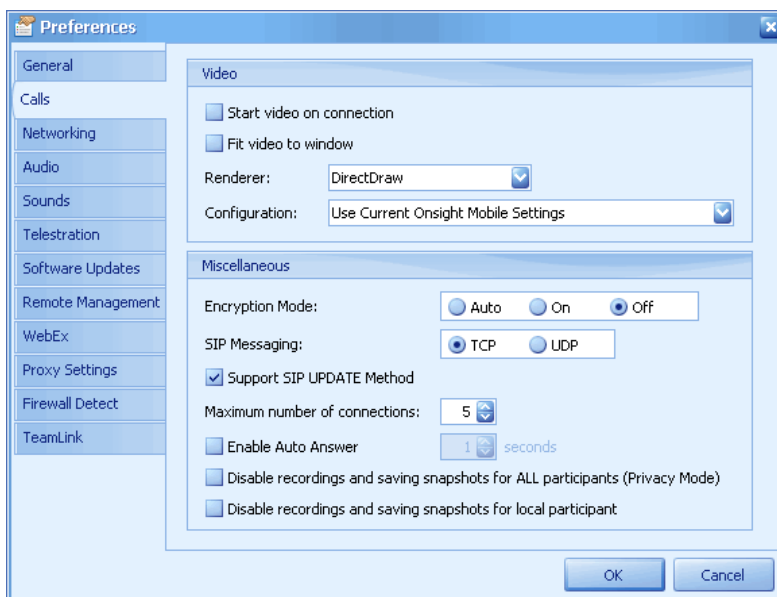
10.4 Setting the Maximum Number of Connections

When a multi-participant call is being established by Onsight Expert (the conference host), this parameter determines the maximum number of participants that can join the call. For a **Maximum number of connections** setting of 1, only one contact can be called. For a **Maximum number of connections** setting of 2, up to two contacts can join the Onsight Expert, etc.

The setting can be changed at any time. Note that the network bandwidth available to the conference host may limit the number of connections (call participants).

→ To set the maximum number of connections for a conference call:

1. From the **Onsight Expert** window either:
Click the **Modify your program preferences** icon  on the toolbar.
or
Select **Edit > Preferences....** from the menu.
or
Press **Ctrl+P**.
2. The **Preferences** window appears. Click the **Calls** tab.




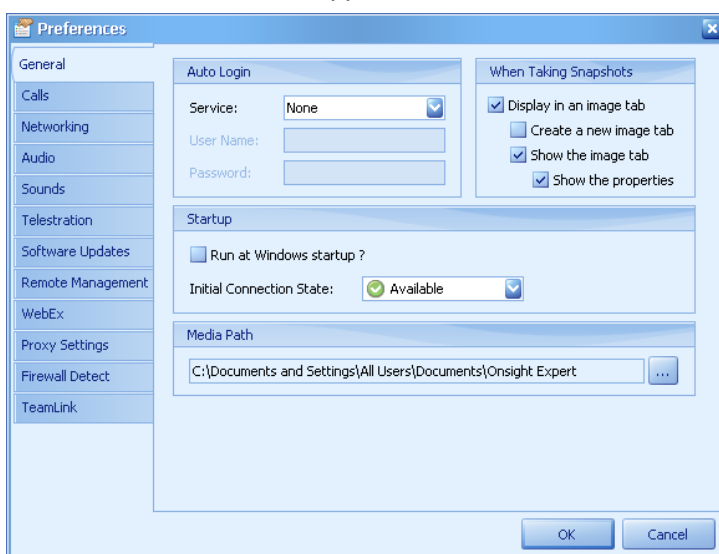
3. In the **Miscellaneous** area, select the maximum number of connections desired from the drop-down box for **Maximum number of connections**.
4. Click **OK** to save the changes.


10.5 Initial Connection State Configuration

Your connection calling status can be one of these connection states: **Available**, **Away**, **Do Not Disturb**, or **Offline**.

→ To set the starting **Connection State**:

- From the **Onsite Expert** window either:
Click the **Modify your program preferences** icon  on the toolbar.
or
Select **Edit > Preferences....** from the menu.
or
Press **Ctrl+P**.
- The **Preferences** window appears at the **General** tab.



- Select one of the options from the **Initial Connection State** drop-down list. The selected connection state will be used when you start Onsite Expert.
 - Available:** If you are connected to the network, you can make calls, and incoming call notifications appear in a dialog on the middle of your screen.
 - Away:** If you are connected to the network, you can make calls, and incoming call notifications appear in a dialog on the middle of your screen.
 - Do Not Disturb:** If you are connected to the network, you can make outgoing calls. Incoming calls cause the **Onsite Expert** icon  in the Windows system tray to flash for a few seconds, and you have the option of answering. No call notification appears in the middle of your screen. This setting takes precedence even if **Enable Auto Answer** has been set in the **Calls** tab of the **Edit > Preferences....** menu.
 - Offline:** If you are connected to the network, you can make outgoing calls, but all incoming calls are blocked. This setting takes precedence even if **Enable Auto Answer** has been set in the **Calls** tab of the **Edit > Preferences....** menu.




*You can change the current **Calling Status** at any time by selecting **Calling > Status**, or by clicking the **Set the calling status** icon on the toolbar. See paragraph 5.1, Answering an Incoming Call, on page 36. This does not alter the default you have selected in the **Initial Connection State** field.*

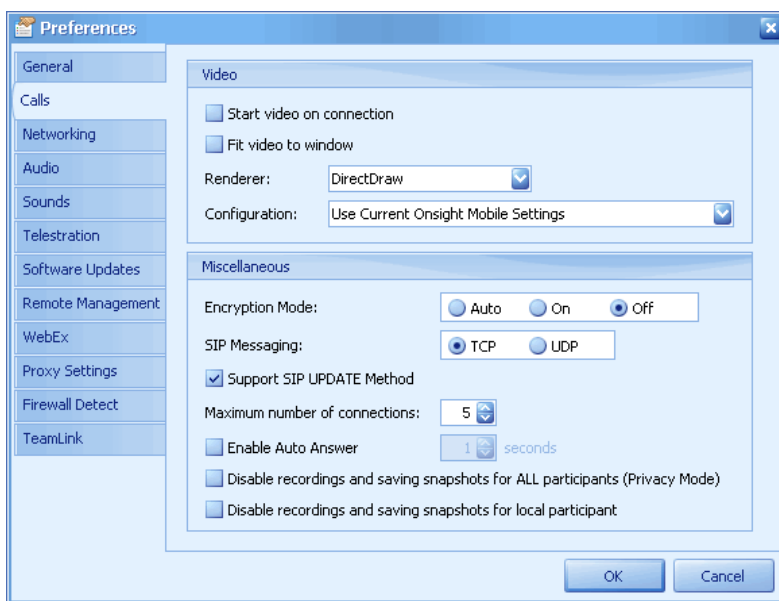
- Click **OK** to save the changes. The change becomes effective on next log in.


10.6 Video Configuration

Instructions for selecting video, audio, and snapshot display preferences are described in paragraphs 10.6, 10.7, and 10.8.

→ To set video defaults for calls:

- From the **Onsight Expert** window either:
Click the **Modify your program preferences** icon  on the toolbar.
or
Select **Edit > Preferences....** from the menu.
or
Press **Ctrl+P**.
- The **Preferences** window appears. Click the **Calls** tab.



- Select from the following **Video** options:
 - Start video on connection:** Click this check box to automatically start streaming video from the Onsight Device as soon as there is a connection. If not selected, the call will initially be audio only (like a phone call).
 - Fit video to window:** Click this check box to automatically adjust the video image so that it fills the window when the call starts.
 - Renderer:** Select the desired graphics method from **OpenGL**, **DirectDraw**, or **GDI+**. The default is DirectDraw but some PC video graphic cards and drivers may not fully support it. In this case OpenGL is the recommended option. As a third option use GDI+ however note that it will place additional load on the PC CPU.
 - Configuration:** A media configuration defines a set of video and audio properties for a call. Use this field to select the default media configuration to be used when a call is initiated from Onsight Expert, as defined in the **Media Configurations** window (see paragraph 10.16 on page 92). To open the **Media Configurations** window, click the **Manage the media configurations** icon  on the toolbar or select **Edit > Media Configurations....**




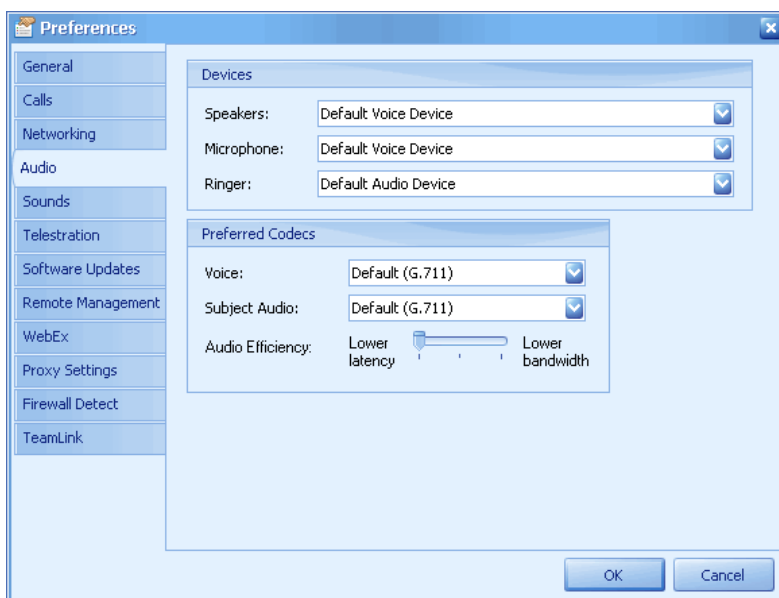
If **Use Current Onsight Mobile Settings** is selected, the stream setting of the Onsight Device is used.

- Click **OK** to save the changes.

10.7 Audio Configuration

→ To set a preference to use the low bit rate audio codec in situations where there is a low bandwidth network connection:

- From the **Onsight Expert** window either:
Click the **Modify your program preferences** icon  on the toolbar.
or
Select **Edit > Preferences....** from the menu.
or
Press **Ctrl+P**.
- The **Preferences** window appears. Click the **Audio** tab.



- Select from the following **Preferred Codecs** options:
 - Voice:** Select **Low bit rate (GSM)** rate to enable the low bit rate codec for voice audio. Select **Default (G.711)** if you require best audio quality.
 - Subject Audio:** Select **Low bit rate (GSM)** rate to enable the low bit rate codec for subject audio or set it to **Disabled** if the **Subject Audio** channel is not used, especially in very low bandwidth conditions.
 - Audio Efficiency:** selecting **Lower bandwidth** is useful in very low bandwidth conditions. This results in a small audio delay but lowers the bandwidth usage by audio.
- Click **OK** to save the changes.




*If any Onsight call participant requests low bit rate audio then the call will proceed with this codec. Otherwise the **Default (G.711)** will be used.*

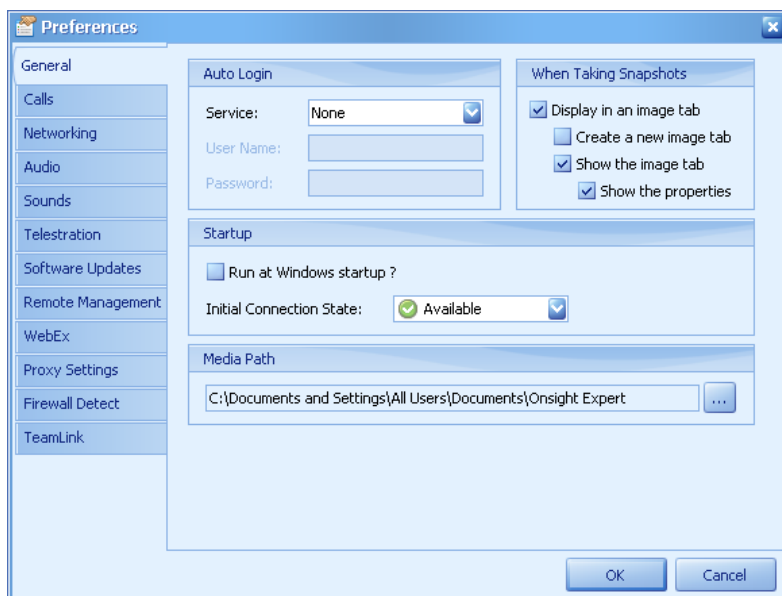


*If a third party endpoint is called that doesn't support **Low bit rate (GSM)** then the **Default (G.711)** will be offered as an alternative.*

10.8 Image Display Options

→ To set snapshot display preferences:

- From the **Onsite Expert** window either:
Click the **Modify your program preferences** icon  on the toolbar.
or
Select **Edit > Preferences....** from the menu.
or
Press **Ctrl+P**.
- The **Preferences** window appears at the **General** tab.




- In the **When Taking Snapshots** area select from the following options:
 - Display in an image tab** – when selected, displays the snapshot image in an **Image** tab in the **Viewing** area, below the **Toolbar** (icons).

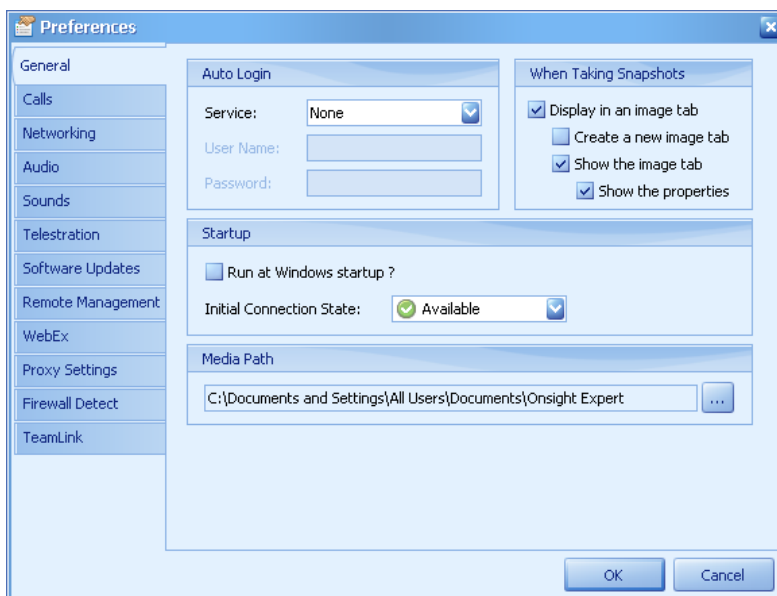


- Create a new image tab** – when selected, creates a new **Image** tab for displaying the snapshot image. Using this feature will create multiple **Image** tabs when taking more than one snapshot. If not selected, the snapshot image will be displayed in the same **Image** tab (the tab's file name will change though).
 - Show the image tab** – when selected, the snapshot image will immediately be shown in the **Viewing** area. If not selected, the **Image** tab is still created, but the snapshot image will not be shown in the **Viewing** area until the **Image** tab is selected.
 - Show the properties** – when selected, automatically shows the **Image Properties** of the snapshot image in the **Properties** panel upon capturing the image. If not selected, you must manually select the **Properties** panel **Image Properties** tab.
- Click **OK** to save the changes.

10.9 Image and Video Storage Location

→ To set the default location for image snapshots and video recordings saved during calls:

1. From the **Onsight Expert** window either:
Click the **Modify your program preferences** icon  on the toolbar.
or
Select **Edit > Preferences....** from the menu.
or
Press **Ctrl+P**.
2. The **Preferences** window appears at the **General** tab.



3. In the **Media Path** area, click the '...' icon to browse and select a different location on your hard drive or local network.
4. Click **OK** to save the change.




Selecting the **File System** tab from the **Onsight Expert** window displays all the calls (including video and images) from the directory selected in the **Media Path**.

10.10 Setting Sounds

→ To test or set the ring tones and other sounds associated with the call process:

1. From the **Onsite Expert** window either:

Click the **Modify your program preferences** icon  on the toolbar.

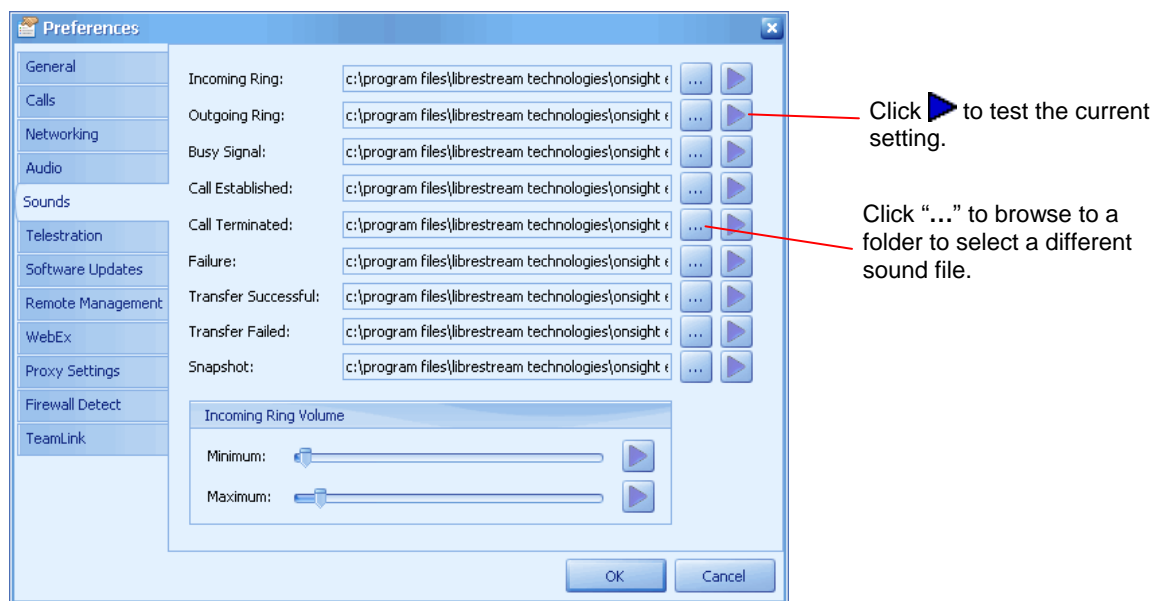
or


Select **Edit > Preferences....** from the menu.

or

Press **Ctrl+P**.

2. The **Preferences** window appears. Click the **Sounds** tab.




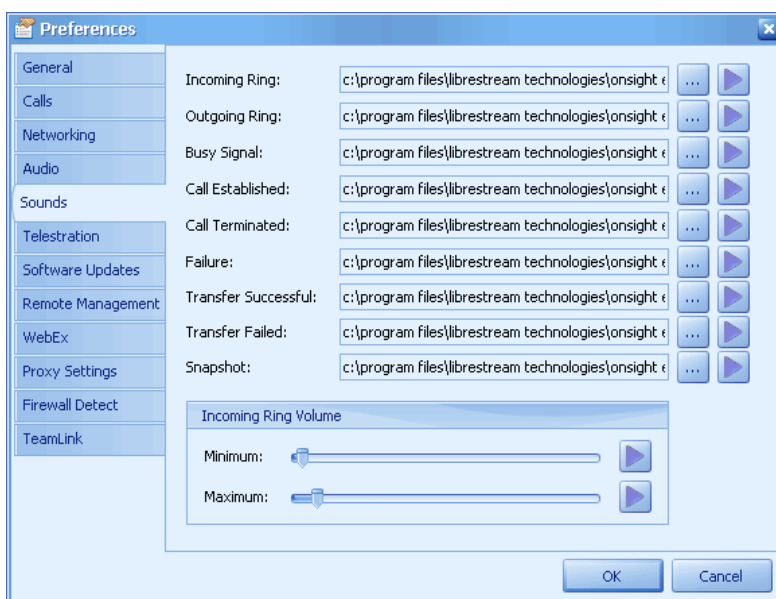
3. To test an existing sound, click **Play** .
4. To select a different sound for a particular ring or other signal, click the '...' icon to browse to a folder location to select a sound file (.wav format). By default, the application shows the folder where the built-in Onsite Expert sound files are stored. You can browse to a folder with different sound files, if necessary.
5. Click **OK** to save the changes.


10.10.1 Setting Ring Volume

For an incoming call, the ring volume increases (to a maximum level) as long as the call remains unanswered. The volume range is set using the **Incoming Ring Volume** controls.

→ To set the volume range for incoming ring tones:

1. From the **Onsight Expert** window either:
Click the **Modify your program preferences** icon  on the toolbar.
or
Select **Edit > Preferences....** from the menu.
or
Press **Ctrl+P**.
2. The **Preferences** window appears. Click the **Sounds** tab.




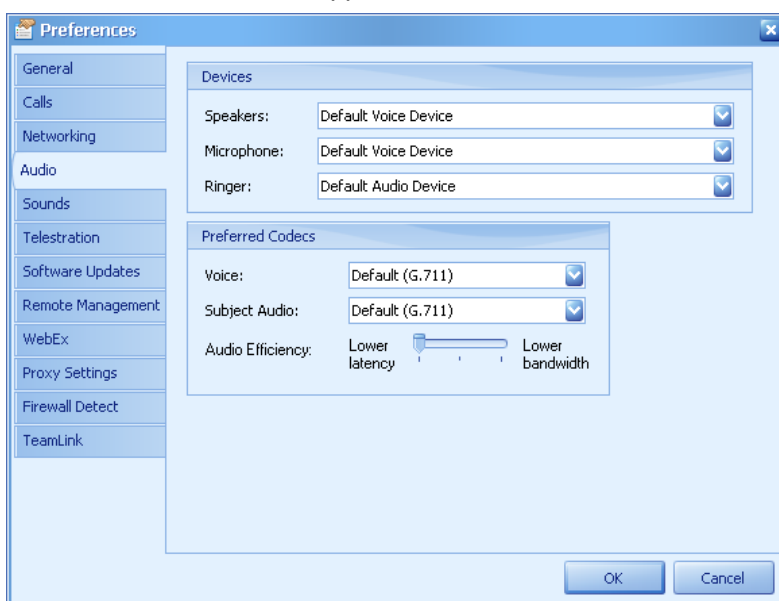
3. Use the sliders in the **Incoming Ring Volume** area to set minimum and maximum volumes.
4. Click **Play**  to test current volume levels.
5. When an incoming ring tone is played, the volume will start at the minimum volume and gradually ramp up to the maximum volume.
6. Click **OK** to save the changes.

10.11 Selecting Audio Devices

If your computer has more than one audio device installed, you can select which speakers and microphone will be used. The **Audio** tab allows you to select from the audio devices available on your computer.

→ To select specific audio devices:


1. From the **Onsight Expert** window either:
Click the **Modify your program preferences** icon  on the toolbar.
or
Select **Edit > Preferences....** from the menu.
or
Press **Ctrl+P**.
2. The **Preferences** window appears. Click the **Audio** tab.



3. Select your preferences for the **Speakers**, **Microphone**, and **Ringer** fields by selecting the appropriate drop-down list.
 - The system provides options based on the audio devices installed on your computer, i.e., if you have several speakers, microphones and ringers installed, you can select the one you want from the drop-down list.
 - If you only have one set of speakers, microphone, and ringer available, they are *automatically* selected by default.
 - Selecting **Default** for a device causes the appropriate Windows default device (configured via the Windows Control Panel) to be used.
4. Click **OK** to save the changes.


10.12 Security

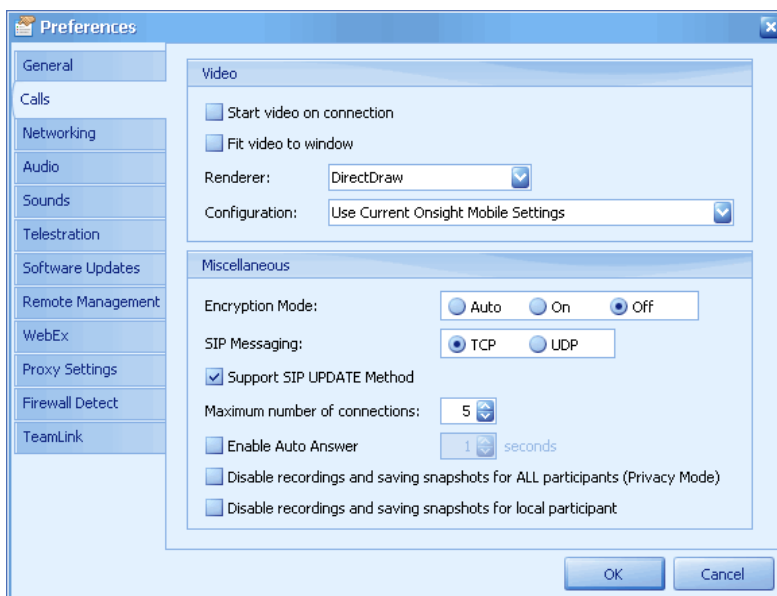
The **Calls** tab (**Edit > Preferences...**) allows selection of the **Encryption Mode** and privacy control. See your Onsight system administrator for details on encryption. Note that the **Off** setting is for outgoing calls only.

Recording can be disabled for privacy or security reasons. When recording is disabled, video, audio and images can not be saved either internally or to removable media. Recordings and saving snapshots can be disabled for all users or just the local user. If recording is disabled, the Call privacy enabled icon  appears in the **Stream Status** bar.

Images shared during a session while privacy is enabled are maintained in transient storage and are never written to permanent storage. While a call is active, images are accessible in the temporary storage area within the image viewing window. The **Temporary** tab will appear in the **Thumbnails** panel. When the call is terminated all temporary images are destroyed and the **Temporary** tab will disappear.

→ To enable privacy:

- From the **Onsight Expert** window either:
Click the **Modify your program preferences** icon  on the toolbar.
or
Select **Edit > Preferences....** from the menu.
or
Press **Ctrl+P**.
- The **Preferences** window appears. Click the **Calls** tab.



- In the **Miscellaneous** area, select the **Disable recordings and saving snapshots for ALL participants (Privacy Mode)** or **Disable recordings and saving snapshots for local participant** check box.
- Click **OK** to save the change.




You can change to privacy mode while you are in a call.

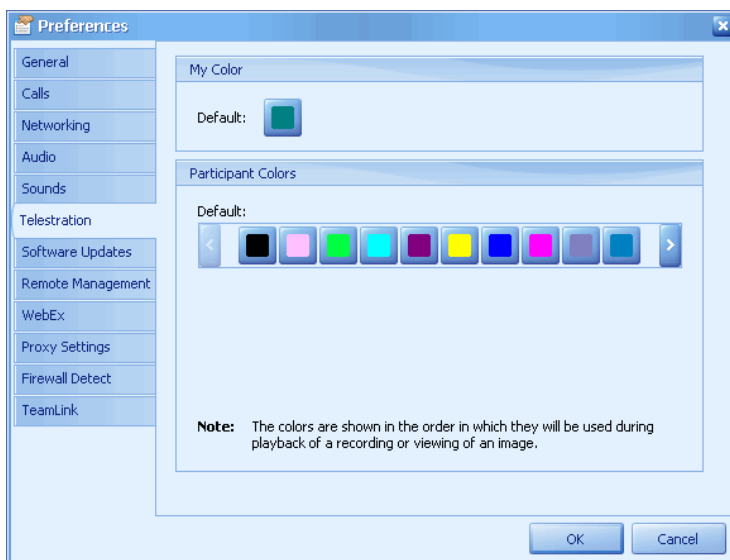


In order to disable privacy mode, you must end your call before making the change.

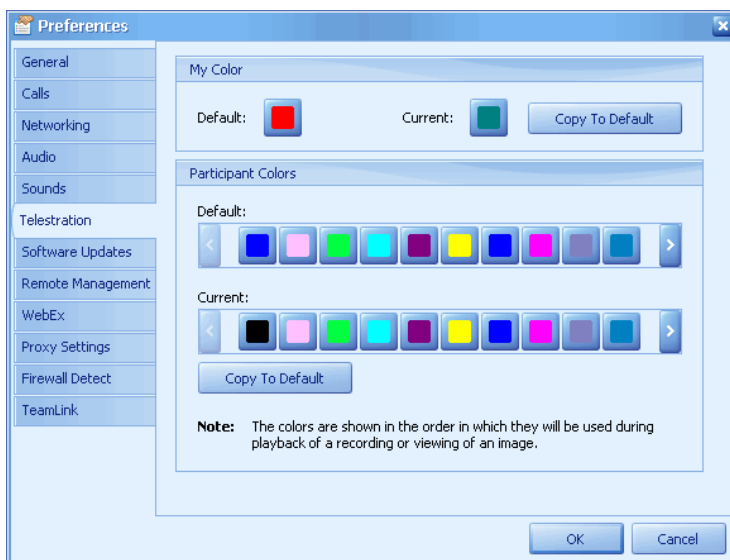
10.13 Telestration

→ To change the telestration color preferences:

1. From the **Onsite Expert** window either:
Click the **Modify your program preferences** icon  on the toolbar.
or
Select **Edit > Preferences....** from the menu.
or
Press **Ctrl+P**.
2. The **Preferences** window appears. Click the **Telestration** tab.



3. The colors can be changed by clicking on the color.
4. The **Colors** palette will appear.
5. Click on the new color to close the **Colors** palette and implement the color change for the duration of the current call.




- In the **My Color** area, changing **Default** will also change the color shown in the **Call Participants** tab. Select the new color and click **OK** to save the change. You can also change the color in **Current** and select **Copy To Default** to become the new default color.
- In the **Participant Colors** area, the colors are shown in the order in which they will be used during the playback of a recording or viewing of an image. Change the colors in **Current** and select **Copy To Default** to become the new default colors.
- The color change will be permanent, even after disconnecting and making a new call.

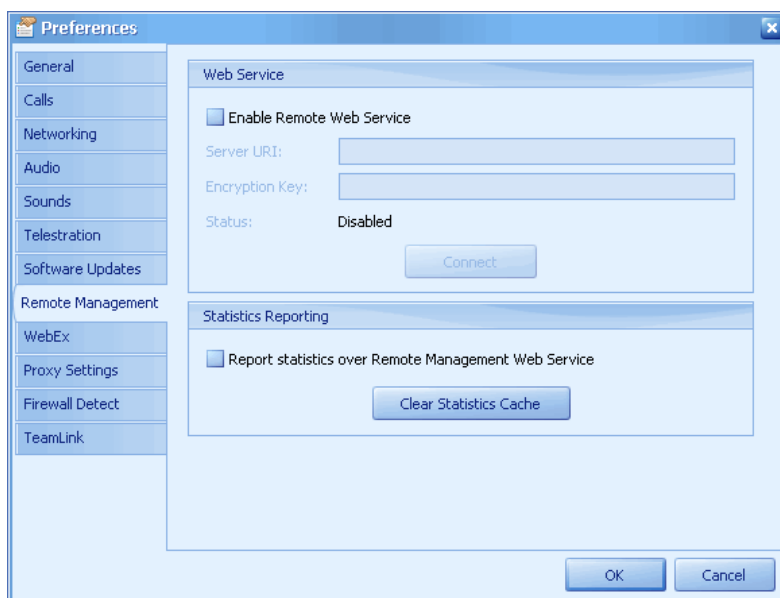
10.14 Remote Management

Onsite Expert can be remotely managed by *Onsite Management Suite* using the **Remote Management Web Service** interface. Once configured, the Onsite Expert will periodically report its status to the Onsite Management Suite, as well as download and install any software and configuration updates that may be available.

For information on configuring this screen, contact your Onsite system administrator.

→ To configure the Remote Management Web Service:

1. From the **Onsite Expert** window either:
Click the **Modify your program preferences** icon  on the toolbar.
or
Select **Edit > Preferences....** from the menu.
or
Press **Ctrl+P**.
2. The **Preferences** window appears. Click the **Remote Management** tab.




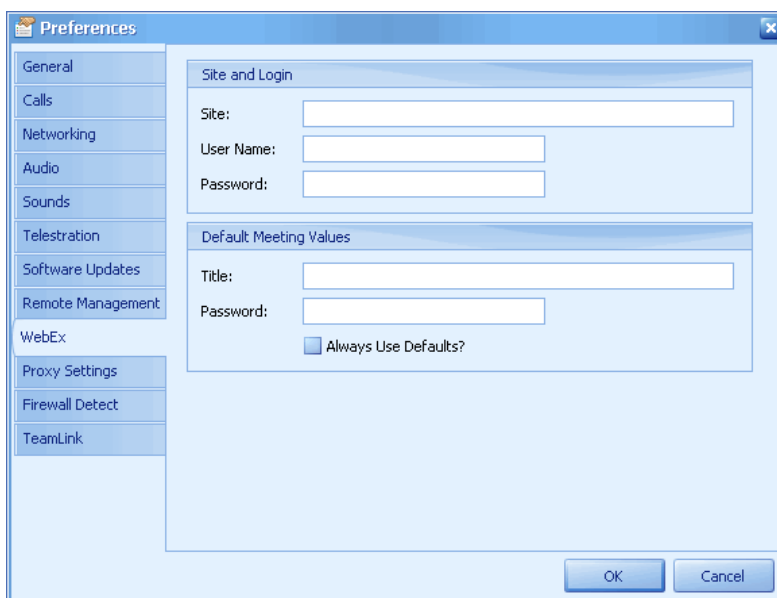
10.15 WebEx Conferencing

WebEx is a web conferencing tool that facilitates online meetings and sharing of content, including applications such as Onsite Expert, documents, and online chat. Onsite Expert provides a quick way to launch a WebEx session to share your view of Onsite Expert with others and extend your collaborative session to others who may not be part of your Onsite network. You will require an account from webex.com to use this feature.

For more information on WebEx and its features go to <http://www.webex.com/>.

→ To configure Onsite Expert for WebEx:

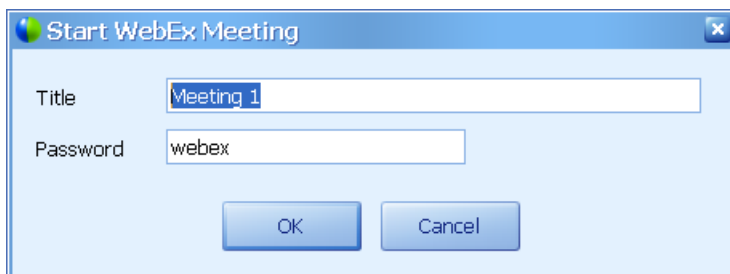
1. From the **Onsite Expert** window either:
Click the **Modify your program preferences** icon  on the toolbar.
or
Select **Edit > Preferences....** from the menu.
or
Press **Ctrl+P**.
2. The **Preferences** window appears. Click the **WebEx** tab.



3. Enter the **Site and Login** information given to you by your system administrator.
For example:
 - **Site:** <https://mycorp.webex.com/mycorp>
 - **User Name:** John
 - **Password:** webex
4. Enter a meeting title and password in **Default Meeting Values** and then select **OK**.

→ To start a WebEx meeting:

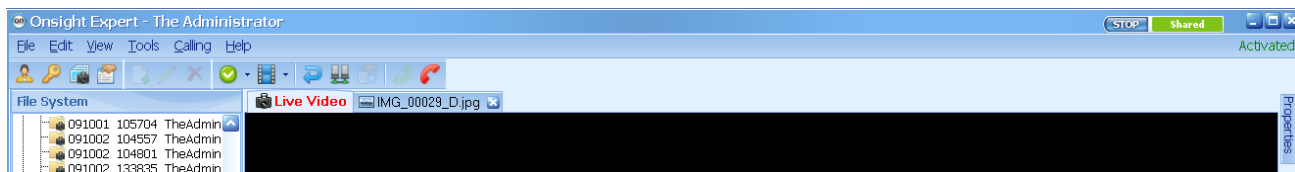
1. From the **Onsight Expert** window, select **Tools > Start WebEx Meeting....**
2. The **Start WebEx Meeting** screen appears.



3. The **Title** and **Password** entered in the **Default Meeting Values** in **Edit > Preferences... > WebEx** appear here. You can keep these defaults or change to a different **Title** and **Password** and then select **OK**.
4. When you are connected to the WebEx website and have entered the meeting, the following pop-up screen appears. You may use this pop-up screen to invite others to your WebEx meeting, change meeting parameters, and to close the meeting.



5. You are now sharing Onsight Expert.
6. Note that at the top of the **Onsight Expert** window you can stop sharing Onsight Expert by selecting **STOP**.




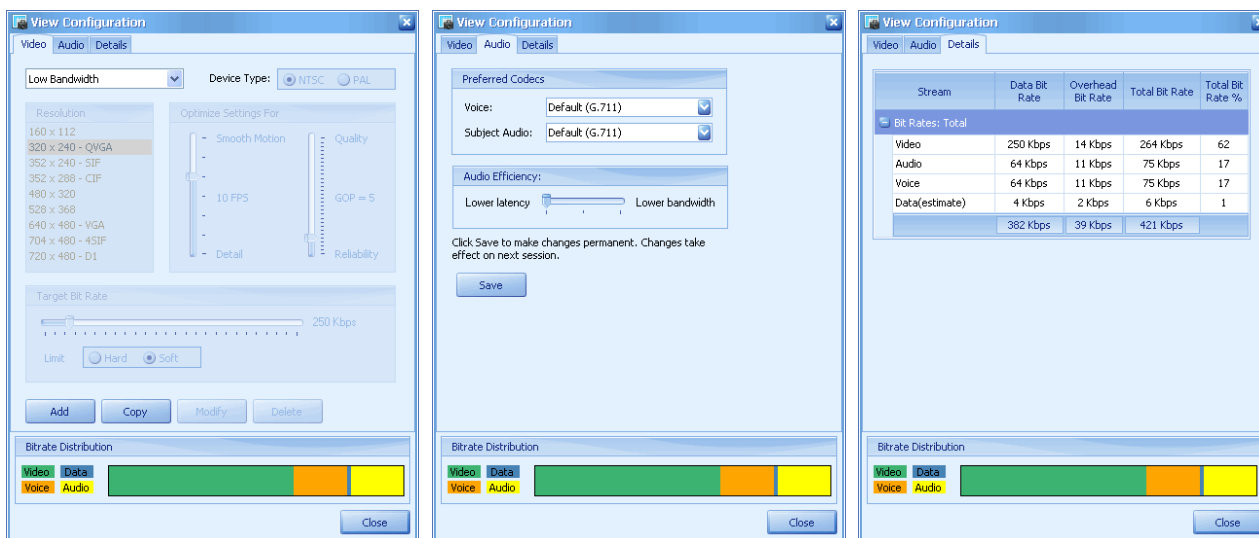
10.16 Media Configurations

10.16.1 Standard Video and Audio Configurations

A Media Configuration defines a set of video and audio properties. The **View Configuration** window shows the configuration details.

→ To display the **Media Configurations** window:

- From the **Onsight Expert** window either:
Click the **Manage the media configurations** icon  on the toolbar.
or
Select **Edit > Media Configurations....** from the menu.
or
Press **Ctrl+E**.
- The **View Configuration** window appears. Select the **Video** or **Audio** tab to view that configuration. Select the **Details** tab to view bit rates.



- Onsight Expert comes configured with three built-in settings (**Low Bandwidth**, **Medium Bandwidth**, **High Bandwidth**), which cannot be modified or deleted. However you can add a new configuration or copy and rename an existing configuration as described in paragraph 10.16.2, Modifying Media Configurations, on page 92.




The **Audio** configuration is also available on the **Edit > Preferences... > Audio** tab.

10.16.2 Modifying Media Configurations

This **View Configuration** window allows you to create or modify custom **Media Configurations** settings. This section shows the tabs and fields available. Create and adjust settings as necessary. Incorrect settings may result in poor performance. Consult your Onsight system administrator for assistance with configuring the individual settings.

→ To display the **View Configuration** window:

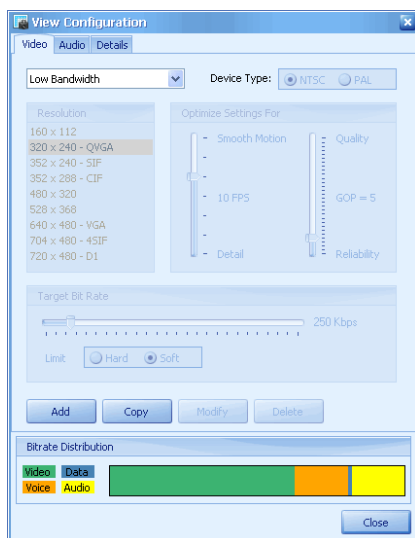
- From the **Onsight Expert** window either:
Click the **Manage the media configurations** icon  on the toolbar.
or

Select **Edit > Media Configurations....** from the menu.

or

Press **Ctrl+E**.

- The **View Configuration** window appears.



- Refer to the table below for the **Add**, **Copy**, **Modify**, and **Delete** selections.

Add Adds a new media configuration. Clicking **Add** displays a blank **Create Configuration** window. Configure the settings as desired. Click **Save** to save the changes.

Copy Copies an existing configuration. Highlight a configuration from the list and then click **Copy**. This opens the **Create Configuration** window with the fields pre-configured with the copied settings. Name the new configuration and adjust its settings as required. Click **Save** to save the changes.

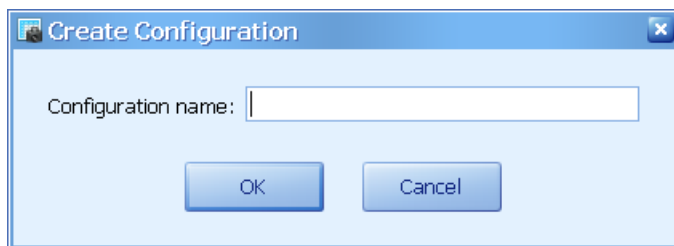
Modify Modifies an existing configuration. Highlight a configuration from the list and then click **Modify**. Modify the settings as desired. Click **Save** to save the changes.

You can only modify your custom **Media Configurations**. You cannot modify the built-in configurations.

Delete Deletes an existing configuration. Highlight a configuration from the list and then click **Delete** to delete the configuration.

You can only delete your custom **Media Configurations**. You cannot delete the built-in configurations.

- For example, to add a new media configuration, click **Add**.
- The **Create Configuration** window appears.




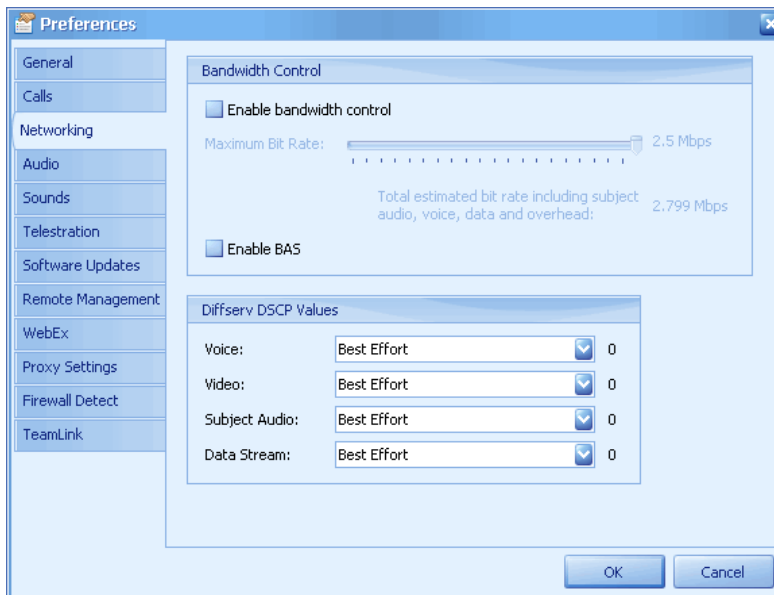
6. In the **Configuration name** field, enter a unique name.
7. Click **OK** to save the change.
8. Modify the appropriate settings.
9. Click **Save** to save the changes.

10.17 Networking

See your Onsight system administrator for information regarding video bandwidth, reliability, and quality of service.

➔ To display the **Networking** settings:

1. From the **Onsight Expert** window either:
Click the **Modify your program preferences** icon  on the toolbar.
or
Select **Edit > Preferences....** from the menu.
or
Press **Ctrl+P**.
2. The **Preferences** window appears. Click the **Networking** tab.




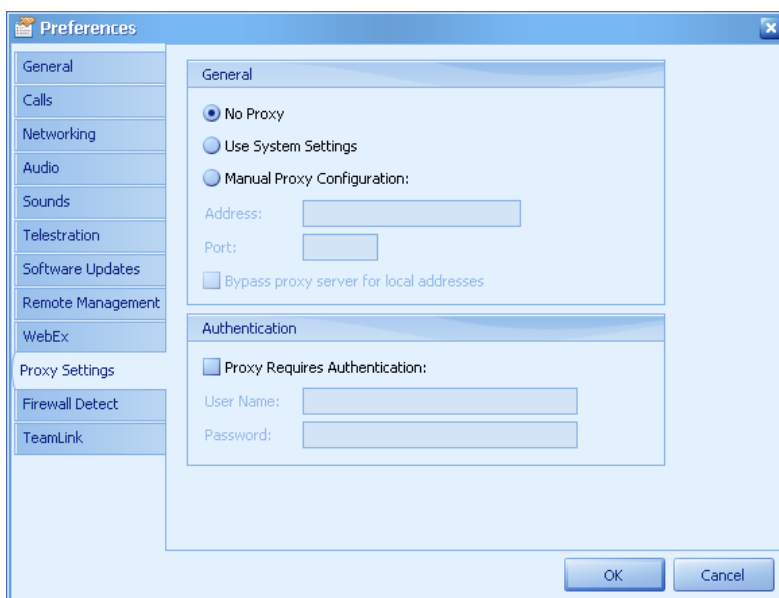
10.18 Proxy Settings

For information on configuring this screen, contact your Onsight system administrator. A proxy setting is needed when the Onsight Expert PC is connected to a LAN that connects to the internet through an http proxy. Onsight Expert uses http for:

- automatic online activation of an activation key
- management by an Onsight Management Suite server
- reporting call statistics to an Onsight Management Suite server
- connecting to the Onsight Account Service
- connecting to Teamlink

→ To display the **Proxy** settings:

1. From the **Onsight Expert** window either:
Click the **Modify your program preferences** icon  on the toolbar.
or
Select **Edit > Preferences....** from the menu.
or
Press **Ctrl+P**.
2. The **Preferences** window appears. Click the **Proxy Settings** tab.



10.19 Firewall Detect

Onsight interrogates the network to determine the type of firewall. For information on configuring this screen, contact your Onsight system administrator.

→ To display the **Firewall** settings:

1. From the **Onsight Expert** window either:

Click the **Modify your program preferences** icon  on the toolbar.

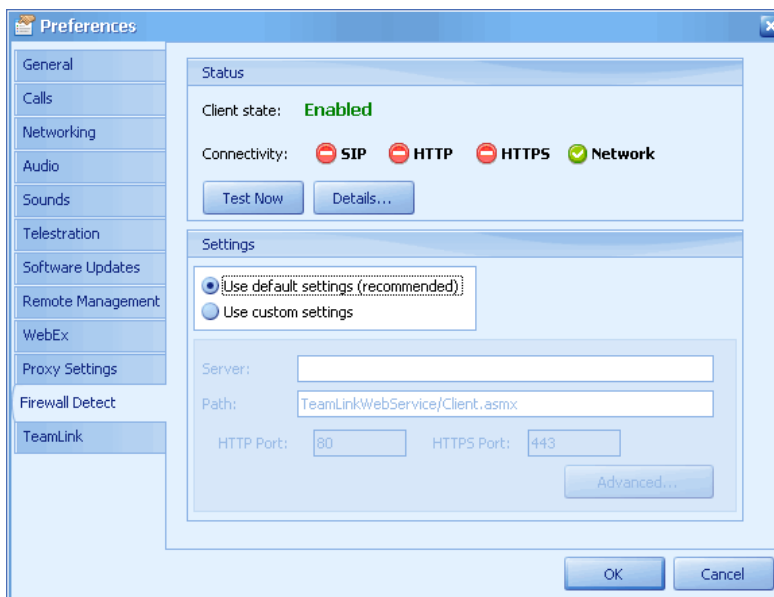
or

Select **Edit > Preferences....** from the menu.

or

Press **Ctrl+P**.

2. The **Preferences** window appears. Click the **Firewall Detect** tab.



10.20 Onsight TeamLink

Onsight TeamLink enables Onsight to work across firewalls. For information on configuring the **TeamLink** screen, contact your Onsight system administrator.

→ To display the **TeamLink** settings:

1. From the **Onsight Expert** window either:

Click the **Modify your program preferences** icon  on the toolbar.

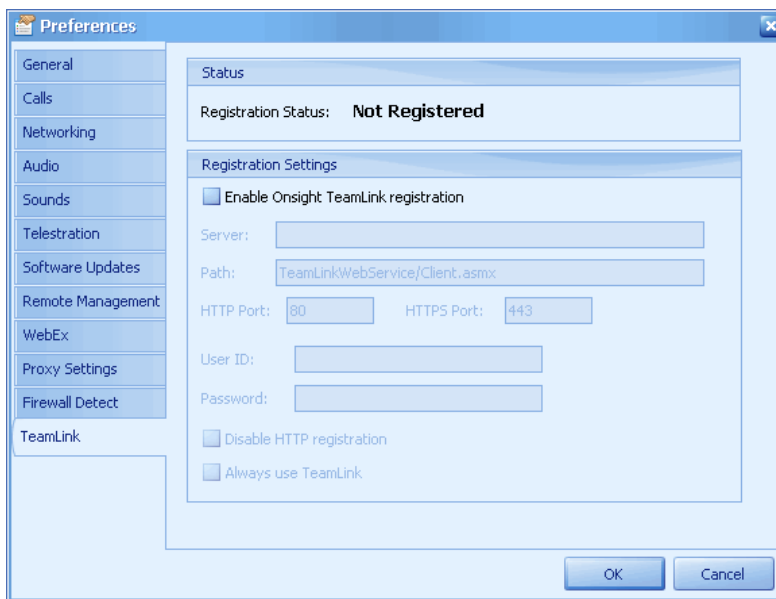
or

Select **Edit > Preferences....** from the menu.

or

Press **Ctrl+P**.

2. The **Preferences** window appears. Click the **TeamLink** tab.



11 End User License Agreement

This software is licensed under the terms of an End User License Agreement (EULA), the latest version of which can be found at:

<http://www.librestream.com/products/termsofuse.html>

12 Librestream Contact Information

Website

www.librestream.com

Head Office

Librestream Technologies Inc.
895 Waverley St., Suite 110
Winnipeg, Manitoba
Canada, R3T 5P4

General Inquiries

Email information@librestream.com

Phone +1.204.487.0612

Fax +1.204.487.0914

Support

Email support@librestream.com

Phone +1.204.487.0612

Fax +1.204.487.0914



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